

# **THE HOUSING AUTHORITY OF THE CITY OF AUSTIN**



## **BOARD OF COMMISSIONERS**

**Chairperson - Carl S. Richie, Jr.**

**Vice-Chairperson - Charles Bailey**

**2nd Vice-Chairperson - Mary Apostolou**

**Commissioner - Dr. Tyra Duncan-Hall**

**Commissioner - Edwina Carrington**

**Michael G. Gerber, President & CEO**

## **BOARD OF COMMISSIONERS Regular Meeting**

**Thursday, August 17, 2023  
12:00 PM**

**HACA Central Office, 1124 S. Interstate Highway 35  
Austin, TX**

**PUBLIC NOTICE OF A MEETING  
TAKE NOTICE OF A BOARD OF COMMISSIONERS  
REGULAR BOARD MEETING  
OF THE HOUSING AUTHORITY OF THE CITY OF AUSTIN**

**TO BE HELD AT  
HACA Central Office, 1124 S. Interstate Highway 35  
Austin, TX  
(512.477.4488)**

**Thursday, August 17, 2023  
12:00 PM**

**CALL TO ORDER, ROLL CALL**

**CERTIFICATION OF QUORUM**

**Pledge of Allegiance**

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**Public Hearing (Note: There will be a three-minute time limit) To accept public comment on Cady Lofts development**

Public hearing for the proposed Cady Lofts development

**Public Communication (Note: There will be a three-minute time limitation)**

**Citywide Advisory Board Update**

**Austin Pathways Summer and Back to School Programs Updates**

**CONSENT AGENDA**

Items on the Consent Agenda may be removed at the request of any Commissioner and considered at another appropriate time on this agenda. Placement on the Consent Agenda does not limit the possibility of any presentation, discussion, or action at this meeting. Under no circumstances does the Consent Agenda alter any requirements under Chapter 551 of the Texas Government Code, Texas Open Meetings Act.

**CONSENT ITEMS**

1. Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on June 15, 2023

**ACTION ITEMS**

2. Update on HACA's Strategic Plan
3. Presentation, Discussion, and Possible Action regarding Resolution No. 02811: Approval of Updates to the Capitalization Policy
4. Presentation, Discussion, and Possible Action regarding Resolution No. 02812: Approving the award of the contract for the Technology Migration and Modernization services
5. Presentation, Discussion, and Possible Action on Resolution No. 02813 by the Board of Commissioners of the Housing Authority of the City of Austin (the "Authority") to take the

following actions with regard to the Cady Lofts (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution

6. Presentation, Discussion, and Possible Action on Resolution No. 02814 by the Board of Commissioners of the Housing Authority of the City of Austin (the “Authority”) to take the following actions with regard to the Bridge at Waters Park Apartments (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution

## **EXECUTIVE SESSION**

The Board may go into Executive Session (close its meeting to the public) Pursuant to:

- a. 551.071, Texas Gov't Code, consultations with Attorney regarding legal advice, pending or contemplated litigation; or a settlement offer;
- b. 551.072, Texas Gov't Code, discussion about the purchase, exchange, lease or value of real property;
- c. 551.074, Texas Gov't Code, discuss the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee.
- d. 551.087, Texas Gov't Code, discuss certain economic development negotiations.

## **OPEN SESSION**

If there is an Executive Session, the Board will return to Open Session for discussion, consideration and possible action of matters discussed in Executive Session.

**REPORTS - The Board will receive program updates from the President/CEO and other senior staff.**

## **ADJOURNMENT**

"Pursuant to 30.06, Penal Code, (trespass by holder of license with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a concealed handgun."

"Pursuant to 30.07, Penal Code (trespass by holder of license with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a handgun that is carried openly."

"En virtud del 30.06, Código Penal, (traspaso titular de licencia con una pistola), una persona bajo el subcapítulo H, capítulo 411, código de gobierno (Ley de licencia de arma o pistola), no se permiten en esta reunión con una arma o pistola."

"En virtud de 30.07, Código Penal (prevaricación por titular de la licencia con un arma o pistola abiertamente llevado), una persona bajo el subcapítulo H, capítulo 411, código de gobierno (Ley de licencia de arma o pistola), no se permiten en esta reunión con un arma o pistola que lleva abiertamente."

\*The Housing Authority of the City of Austin (HACA) Board of Commissioners reserves the right to discuss and consider items out of order on the agenda on an as needed basis.

The Housing Authority of the City of Austin is committed to compliance with the Americans with Disability Act. Reasonable modifications and equal access to the communications will be provided upon request. Meeting locations are planned with wheelchair access. If requiring Sign Language Interpreters or alternative formats, please give notice at least 2 days (48 hours) before the meeting date. Please call Nidia Hiroms at HACA at 512.477.4488, for additional information; TTY users route through Relay Texas at 711. For more information on HACA, please contact Nidia Hiroms at 512.477.4488 x 2104.

**HOUSING AUTHORITY OF THE CITY OF AUSTIN**  
**REPORT**  
**AUSTIN AFFORDABLE HOUSING CORPORATION**  
**ITEM NO.**

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**MEETING DATE:** August 17, 2023

**STAFF CONTACT:** Suzanne Schwertner, Director of Development

**ITEM TITLE:** Public hearing for the proposed Cady Lofts development

**BUDGETED ITEM:** N/A

**TOTAL COST:** N/A

**SUMMARY**

***Background:***

Cady Lofts is a partnership between AAHC and SGI Ventures, LLC (Sally Gaskin) with Saigebrook Development, LLC (Lisa Stephens) and O-SDA (Megan Lasch) as development consultants. This property was awarded a 9% competitive tax credit allocation in July 2022 and is located at 1004-1008 East 39th Street, Austin, TX 78751

**HOUSING AUTHORITY OF THE CITY OF AUSTIN**  
**REPORT**  
**AUSTIN PATHWAYS**  
**ITEM NO.**

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**MEETING DATE:** August 17, 2023

**STAFF CONTACT:** Leilani Lim-Villegas, Director of Community Development

**ITEM TITLE:** Austin Pathways Summer and Back to School Programs Updates

**BUDGETED ITEM:** No

**TOTAL COST:** N/A

**ATTACHMENTS:**

- ▣ **Summer Youth Back to School Programs**



# Housing Authority of the City of Austin

*Bringing Opportunity Home*

## 2023 Austin Pathways Summer Youth and Back to School Programs



*Leilani Lim-Villegas, Senior Director of Community Development*

**August 17, 2023**



# Bringing Literacy Home

- Sponsored by HACA Board
- 13 Book Clubs hosted by BookSpring
- 2-Gen program: parent or grandparent/child literacy and reading, promote the love of books
- HACA Pilot Properties: Goodrich, Santa Rita, and BTW
- Little Libraries: Goodrich, Chalmers, Georgian Manor





# Boys and Girls Club

**Boys and Girls Club:** Continuous learning, prevents the summer academic slide, physical activities for kids, field trips. Provides meals to students that usually receive meals while school is in session. Get students ready to return to campus in August. Back to school supply drive on August 11, 2023.

**HACA Properties:** Chalmers, BTW, and Meadowbrook - 120 total students (40 in each property)

**Core Program Areas:** STEM, Fine Arts, Healthy Lifestyles, and Character and Leadership.



**BOYS & GIRLS CLUBS**  
OF CENTRAL TEXAS





# Communities in Schools

**Communities in Schools:** Smart Kids Summer Program. On property case management for at-risk youth experiencing mental health issues and drop out prevention. In addition to counseling, coordination of youth field trips and back to school supply distribution for HACA families on August 9, 2023.

**HACA Properties:** BTW, Bouldin Oaks, Meadowbrook, Santa Rita. 60 youth.



**100%** of HACA families receive at least one check-in, including assistance registering for school



**1-on-1** focus on academic and SEL supports, and re-engaging in school



**Weekly** home visits



**Ongoing** basic needs support and connection to community resources



**Weekly** on-site youth development and enrichment group activities



**Crisis** support services



Communities  
In Schools

Central Texas



# Summer Youth Internship Program

Youth program to develop competence, confidence, as well as workplace skills in a “real-life” environment for 15 PBRA and HCV students.

saatva

- \$15,000 grant from Saatva Mattress
- Develop good work ethics
- Gain workplace specific skills
- Foster positive relationships with adults
- Strengthen broad social and technical skills
- Relate the world of work to school
- Build job skills
- Build confidence and self-worth
- Strengthen communication skills





# Academic Tutoring Support

- \$40,000 Grant awarded to Austin Pathways from the Texas Methodist Foundation
- Teaches Character building
- Digital Learning Assessments
- HACA Properties: Northgate, Georgian Manor, Thurmond Heights once a week
- 45 HACA Families are participating in this tutoring program



VICTORY Tutorial Program



# Mainspring Schools

- Child care and early childhood education.
- Parenting classes
- Infant care classes
- HACA Property: Meadowbrook at the Flores Education and Training Center (FETC) and Early HeadStart Center
- HACA provides resident child care vouchers

## Summer Events:

- Family Supper for Mainspring Families: June 28, July 26, and August 30





# YES Incentive - A/B Honor Roll and Perfect Attendance

- \$15 gift cards awarded to students who achieved year-round A/B Honor Roll and Perfect Attendance
- 95 children qualified in 2023
- Recipients include AISD and Charter School Students in elementary, middle, and high schools







# HACA Resident Scholarship Program

- 23rd Annual Scholarship Ceremony on August 3rd at UT Elementary
- \$58,500 in scholarships awarded to 25 recipients
- HACA has invested over \$1.5 million in scholarships since 2000
- All scholarship recipients received a refurbished MacBook Laptop from Indeed

**Lashontea  
Wade**

Wiley College  
Criminal Justice



**Gloria Tran**

University of Texas at San Antonio  
Public Health





# THANK YOU

**WE THANK THE HACA BOARD FOR YOUR CONTINUED  
INVESTMENT IN AUSTIN PATHWAYS!**



# HOUSING AUTHORITY OF THE CITY OF AUSTIN

## BOARD ACTION REQUEST

### EXECUTIVE

### ITEM NO. 1.

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**MEETING DATE:** August 17, 2023

**STAFF CONTACT:** Michael Gerber, President & CEO

**ITEM TITLE:** Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on June 15, 2023

**BUDGETED ITEM:** N/A

**TOTAL COST:** N/A

### ACTION

The Board is being asked to review and approve the Board Minutes Summary for the Board Meeting held on June 15, 2023.

### ATTACHMENTS:

- ▣ **20230615 HACA Minutes Summary**



**THE HOUSING AUTHORITY OF THE CITY OF AUSTIN  
BOARD OF COMMISSIONERS  
REGULAR BOARD MEETING**

**June 15, 2023**

**SUMMARY OF MINUTES**

**THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (HACA) BOARD OF COMMISSIONERS REGULAR BOARD MEETING NOTICE WAS POSTED FOR 1:00 PM ON THURSDAY, JUNE 15, 2023, AND WAS HELD AT THE HACA CENTRAL OFFICE, 1124 S. INTERSTATE HIGHWAY 35, AUSTIN, TX 78704 AND VIRTUALLY**

**CALL TO ORDER, ROLL CALL, CERTIFICATION OF QUORUM**

**Carl S. Richie, Jr.**, HACA Chairperson called the Board of Commissioners Regular Board Meeting of the Housing Authority of the City of Austin, of June 15, 2023, to order at 1:21 pm. The meeting was held at the HACA Central Office, 1124 S. Interstate 35, Austin, TX 78704 and virtually.

Roll call certified a quorum was present on the call.

**MEMBERS PRESENT:**

Carl S. Richie, Jr., Chairperson  
Edwina Carrington, Commissioner  
Mary Apostolou, 2<sup>nd</sup> Vice-Chairperson  
Dr. Tyra Duncan-Hall, Commissioner

**MEMBER(S) ABSENT:**

Chuck Bailey, Vice-Chairperson

**ALSO IN ATTENDANCE:**

Sarah Scott, Coats Rose Law Firm

**STAFF PRESENT:**

Barbara Chen, Jorge Vazquez, Keith Swenson, Leilani Lim-Villegas, Lisa Garcia, Michael Cummings, Michael Gerber, Nidia Hiroms, Orly Cabrera, Ron Kowal, Suzanne Schwertner, and Sylvia Blanco

**PUBLIC COMMUNICATION - (3 minute time limit)**

Public communication was opened during each item on the agenda. No one provided any additional communication during any of the items.

**CITYWIDE ADVISORY BOARD (CWAB) – Lupe Garcia**, Citywide Advisory Board President, reported that the February CWAB Meeting was held on Tuesday, May 9th, 2023 at HACA Central.

•**Leilani Lim-Villegas**, HACA Senior Director of Community Development, commended the turnout for the Women's Conference/40 graduates. •**Leilani** reported on the upcoming Mayfest event. The event will be May, 19<sup>th</sup> at the Millennium Youth Entertainment Complex. •**Leilani** reported that the Dangerous Breed legislation passed at the Texas Legislation; however HACA will continue to enforce and/or address any concerns on a case-by-case basis. •**Borami Lee**, HACA Program Manager of Health & Wellness, informed everyone that there will be a COVID-19 Vaccination Clinic at Mayfest and the CVS Mobile Health Screening will begin June 2023 at Chalmers, Coronado Hills, Bouldin Oaks, and Gaston Place, Meadowbrook, Georgian Manor and Thurmond Heights. •**Barbara Jackson**, HACA Family Opportunity Program Design Director, reported that Summer Youth Internships through the Boys & Girls Club will be at Chalmers, Meadowbrook & BTW; CIS at Bouldin Oaks, Meadowbrook & Santa Rita; and Creative Actions, Autotech and STEM Program. •**Murphy Roland**, HACA Workforce Development Manager reported on upcoming training and development programs ACC Automotive and Skill Point Alliance-Electrical and Program with Financial Aide Available. •**Catherine Crago**, HACA Head of Strategic Initiatives, reported that Google Fiber is available for North Properties (Thurmond Heights, Georgian Manor and Northgate). Interns are still helping residents signed up for the Affordability Connectivity Program and educating residents on Online Safety Security. •**Kiounis Williams**, HACA IDads Program Coordinator will be focusing on increasing i-DADS participants. •**Daniel Ruiz**, HACA Family Opportunity Manager, thanked residents for attending the Chase Financial Journey Literacy Program. •**Lupe Garcia** reported that NBC Peacock is interested in doing a story about Lupe's community work.

**CONSENT ITEMS**

**APPROVAL OF THE FOLLOWING ITEMS PRESENTED IN THE BOARD MATERIALS**

**ITEM 1: Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on April 20, 2023**

**2<sup>nd</sup> Vice-Chairperson Apostolou** moved the Approval of the Board Minutes Summary for the Board Meeting held on April 20,

2023. **Commissioner Duncan-Hall** seconded the motion. The motion Passed (4-Ayes and 0-Nays).

## **ACTION ITEMS**

### **APPROVAL OF THE FOLLOWING ITEMS PRESENTED IN THE BOARD MATERIALS**

#### **ITEM 2: Presentation, Discussion, and Possible Action regarding Resolution No. 02806: Approval of Contract Renewal for Family Eldercare to continue to provide resident services coordination at Lakeside, Salina, North Loop, and Gaston Place**

HACA has contracted with Family Eldercare since 2009. Family Eldercare provides the necessary expertise to address elderly and disabled issues with HACA residents, including mental health and aging in place activities. Family Eldercare has consistently met or exceeded their contract outcomes each year.

Family Eldercare is required to renew their contract on an annual basis to continue to provide resident services coordination to elderly and disabled adults at Lakeside, Salina, North Loop, and Gaston Place. Updated contract has additional COVID-19 protocols.

Staff recommends that Family Eldercare be awarded a contract renewal to provide service coordination to elderly and disabled adults at Lakeside, Salina, North Loop, and Gaston Place.

Commissioner Duncan-Hall amended the Resolution to include an amount for a Family Property Coordinator. The amended amount would be \$213,310.

**Commissioner Duncan-Hall** made the motion to amend Resolution No. 02806 contract renewal amount to \$213,310 to include an amount for a Family Property Coordinator. **2<sup>nd</sup> Vice-Chairperson Apostolou** seconded the motion. The motion Passed (4-Ayes and 0-Nays). **Commissioner Duncan-Hall** moved the Approval of Resolution No. 02806 as Amended Approval of Contract Renewal for Family Eldercare to continue to provide resident services coordination at Lakeside, Salina, North Loop, and Gaston Place. **2<sup>nd</sup> Vice-Chairperson Apostolou** seconded the motion. The motion Passed (4-Ayes and 0-Nays).

#### **ITEM 3: Presentation, Discussion, and Possible Action regarding Resolution No. 02807 by the Board of Commissioners of the Housing Authority of the City of Austin (the “Authority”) to take the following actions with regard to The Rhett (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution**

Austin Affordable Housing Corporation was presented with an opportunity to partner with Saigebrook Development (“Saigebrook”) and O-SDA Industries (“O-SDA”) on a 5-acre tract of land located at 1000 East Yager Lane, Austin, Texas 78753. The Board was originally presented this property in February 2023 for approval to submit a tax credit application. The Rhett received a Bond reservation through TDHCA (as issuer) and Zydeco Development Corporation (“Zydeco”) as the developer. Zydeco does not have experience in Tax Credit/Bond financed development, so they are selling the property to Saigebrook and O-SDA to develop in partnership with AAHC/HACA. Several developers bid on the property, but none could make the financial model work due to the deep affordability requirements associated with participating in the Affordability Unlocked program.

This property is located in the Tech Ridge area which is primarily single-family homes with a mix of retail, restaurants, high-density residential and office/tech manufacturing. Dell’s headquarters are north of the site located between Parmer Lane and Tech Ridge Blvd. The site is surrounded on three sides by single-family homes and a shopping center on the fourth side.

The project (“The Rhett”) will consist of 215 family apartment units serving tenants at or below 30%, 50%, 60% and 80% of median family income. The lender will be Community Bank of Texas/Stellar Bank and will finance both the tax-exempt bond piece of \$30,750,000 and a taxable tail in the amount of \$12,000,000. Austin Housing Finance Corporation will finance a loan of \$6,400,000 through its Rental Housing Development Assistance Program (RHDA). TDHCA will finance a loan of \$2,375,000 through its HOME American Rescue Plan (ARP) program. The Federal Home Loan Bank (FHLB) will finance a loan in the amount of \$850,000 under its Affordable Housing Program (AHP). Hudson Housing will be the investor buying the tax credits for \$.87.

The Rhett will serve Copperfield Elementary, Westview Middle School and Connally High School in the Pflugerville ISD. Part of the operations of the apartment will be an after-school learning center that offers a minimum of 15 hours of weekly organized, on-site educational services provided to elementary, middle and high school children.

The Rhett will benefit HACA and AAHC with deep affordability (units down to 30% AMI), after-school care and high school students, and close proximity to the Parmer Lane corridor and Tech Ridge area with abundant and increasing job opportunities.

All units will be marketed to qualifying tenants of HACA’s Housing Choice Voucher residents. This approval will allow us to complete the financing and closing of the property.

**Commissioner Carrington** moved the Approval of Resolution No. 02807 by the Board of Commissioners of the Housing

Authority of the City of Austin (the “Authority”) to take the following actions with regard to The Rhett (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution. **2<sup>nd</sup> Vice-Chairperson Apostolou** seconded the motion. The motion Passed (4-Ayes and 0-Nay).

#### **ITEMS WERE PRESENTED OUT OF ORDER**

##### **ITEM 6: Presentation, Discussion, and Possible Action regarding Resolution No. 02810 by the Board of Commissioners of the Housing Authority of the City of Austin (the “Authority”) to take such actions necessary or convenient to facilitate the development of Airport Crossing, a multifamily housing development (the “Project”)**

Austin Affordable Housing Corporation was presented with an opportunity to partner with The NRP Group on a 9.43 acre tract of land located within the Austin city limits at 6101 Ross Road, Austin, Texas 78617. This property was originally presented to the Board in August 2021 (after a year of work) structured as a 4% tax credit/bond project. It was not awarded bonds in the bond lottery in early 2022, but was put on the wait list. It eventually received a bond reservation at the end of 2022. By this time, the project did not work under this structure since construction costs had increased too much and there were infeasible gaps that we could not fill.

NRP worked with us to hold the reservation through the beginning of 2023. By holding it into 2023, when the bond reservation was returned, the \$ amount of bonds stayed with Austin Affordable PFC to be used on other projects. We were able to use these funds for supplemental bond issuances for four of our other projects (which you saw in the last couple months). Pathways at Rosewood Courts which had failed the required 50% test at its initial closing benefited from this pool of funds by receiving an additional bond issuance to fix this required calculation.

Airport Crossing is currently being presented to you as a workforce housing project under the PFC model. It will consist of 256 family apartment units serving tenants between 60% of median family income and market rate. This property will serve the following schools: Popham Elementary, Del Valle Middle School and Del Valle High School. The nearest property in AAHC’s current portfolio is Woodway Village and Franklin Park northwest of the subject property.

The development will use debt through Frost Bank not to exceed \$43,000,000 and equity through PointOne not to exceed \$23,000,000. The planned development will consist of 164 one bedroom/one bath units and 92 two bedroom/two bath units. This project will benefit HACA/AAHC with some much needed apartment units and affordable units in this area where the majority of properties are single family homes that are owned.

All units will be marketed to qualified tenants under HACA’s Housing Choice Voucher program. This approval will allow us to proceed with loan and equity approval and then on to closing.

**Commissioner Carrington** moved the Approval of Resolution No. 02810 by the Board of Commissioners of the Housing Authority of the City of Austin (the “Authority”) to take such actions necessary or convenient to facilitate the development of Airport Crossing, a multifamily housing development (the “Project”). **2<sup>nd</sup> Vice-Chairperson Apostolou** seconded the motion. The motion Passed (4-Ayes and 0-Nays).

##### **ITEM 5: Presentation, Discussion and Possible Action Regarding solution No. 02809 by the Board of Commissioners of the Housing Authority of the City of Austin (the “Authority”) to take the following actions with regard to the Bridge at Tech Crossing Apartments (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Develop and (iii) such other actions necessary or convenient to carry out this Resolution**

Austin Affordable Housing Corporation (AAHC) was presented with an opportunity to partner with Belveron Partners to purchase a 288 unit multi-family rental property called Tech Junction Apartments. The development is located at 13624 Dessau Road, Austin, Texas 78753. This would be the seventeenth (17th) asset AAHC and Belveron Corporation have purchased together. This asset is located in the rapidly growing tech HUB of Austin.

AAHC’s proposed partner, Belveron Corporation prides itself on long term preservation of workforce housing. Located out of San Francisco, Belveron is a privately held investment firm with a current portfolio of more than 30,000 units across the United States. Founded in 2006, Belveron has invested in more than 220 properties in 32 states. AAHC works with the Managing Partner, Paul Odland, and Senior Portfolio Manager, Josh Plattner.

The Tech Junction Apartments were built in 2022 and sits on 8.98 acres. Some of the property amenities include a resort-style swimming pool with lounge seating and cabanas, elegant clubhouse with gathering spaces and full conference room, full kitchen, a billiards lounge and coffee bar, and business center. Residents also enjoy the expansive fitness center, a large pet park with washing station and additional covered parking. The property feeds into the Pflugerville Independent School District and Dessau and Delco Elementary School, Dessau Middle School and John B. Connally High School.

This is an important transaction to HACA and AAHC as we have seen this part of Austin continue to displace the affordable

community. This partnership will preserve this asset and add deeper affordability for our current voucher holders and the residents that reside in this area. Being so close to many major employers in and around this location, AAHC and Belveron can provide some stable and affordable housing to those stakeholders that are threatened with rising rent costs. This property is home to many individuals and families who work in and around the area with no current affordability in place.

The purchase price for the Tech Junction Apartments is \$73,500,000. Belveron will be investing approximately \$20,000,000 as a down payment. In addition, \$1,200,000.00 for future capital needs will also be set aside. Bellwether will be providing a Freddie Mac or Fannie Mae permanent loan with a not to exceed loan amount of \$58,800,000 at a rate of approximately 5.50% with a 35-year amortization. A current lease audit is underway to determine the initial number of units already qualified under 80% AMI. The property is currently 96% occupied. AAHC and Belveron are committed to providing 10% of the affordable units at 60% AMI and marketing units to all voucher holders. The property will be managed by Apartment Management Professionals. The new name for the property will be Bridge at Tech Crossing Apartments.

**Commissioner Carrington** moved the Approval Regarding solution No. 02809 by the Board of Commissioners of the Housing Authority of the City of Austin (the "Authority") to take the following actions with regard to the Bridge at Tech Crossing Apartments (the "Development") in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Develop and (iii) such other actions necessary or convenient to carry out this Resolution. **2<sup>nd</sup> Vice-Chairperson Apostolou** seconded the motion. The motion Passed (4-Ayes and 0-Nays).

**ITEM 4: Presentation, Discussion, and Possible Action regarding Resolution No. 02808: Authorizing HACA to project-base eight (8) Veteran Affairs Supportive Housing (VASH) vouchers in response to a Request for Proposals issued on April 27, 2023**

In response to a Request for Proposal issued on April 27, 2023, O-SDA Industries, LLC and Saigebrook Development, LLC, with Austin Affordable Housing Corporation serving as a general partner, requested eight project-based VASH vouchers for the Rhett, LP.

The Rhett is a 215-unit mixed-income community located at 1000 East Yager Lane, Austin, TX 78753, that will begin construction in 2023. The Rhett will include 67 one-bedroom units, 93 2-bedrooms, and 55 3- bedroom units.

On April 27, 2023, HACA issued a Request for Proposals to project-base 85 Veteran Affairs Supportive Housing (VASH) vouchers. The RFP closed on May 29, 2023, and HACA received one proposal for the Industries, LLC and Saigebrook Development, LLC, with Austin Affordable Housing Corporation serving as the general partner.

Staff recommends allocating eight (8) project-based VASH housing choice vouchers to the Rhett, LP Saigebrook Development, LLC, with Austin Affordable Housing Corporation serving as the general partner.

This approval is contingent on HUD's approval of the selection process, a requirement because AAHC is the general partner and a subsidiary of HACA.

**Commissioner Duncan-Hall** moved the Approval of Resolution No. 02808: Authorizing HACA to project-base eight (8) Veteran Affairs Supportive Housing (VASH) vouchers in response to a Request for Proposals issued on April 27, 2023. **2<sup>nd</sup> Vice-Chairperson Apostolou** seconded the motion. The motion Passed (4-Ayes and 0-Nays).

**EXECUTIVE SESSION**

The Board did not recess into Executive Session.

**REPORTS**

The Board accepts the following reports from the President:

- **Mike Gerber**, HACA President & CEO reported that NAHRO will be conducting a Summer Symposium in July in Washington, D.C.
- **Lisa Garcia** will become President of TXNAHRO in October.
- Introduced **Orlando (Orly) Cabrera**, Policy Fellow will be at HACA completing a variety of tasks.

**Commissioner Carrington** moved to adjourn the meeting. **Commissioner Duncan-Hall** seconded the motion. The motion Passed (4-Ayes and 0-Nays).

The meeting adjourned at 3:16 pm.

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**Michael G. Gerber, Secretary**

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**Carl S. Richie, Jr., Chairperson**

**HOUSING AUTHORITY OF THE CITY OF AUSTIN**  
**REPORT**  
**QUALITY CONTROL**  
**ITEM NO. 2.**

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**MEETING DATE:** August 17, 2023

**STAFF CONTACT:** Kelly Crawford, Director of Compliance Oversight

**ITEM TITLE:** Update on HACA's Strategic Plan

**BUDGETED ITEM:** N/A

**TOTAL COST:** N/A

**ACTION**

A presentation and discussion of HACA's refresh to the 2020-2025 Strategic Plan VISION 2025.

**SUMMARY**

***Background:***

Periodically, HACA conducts strategic planning in order to set future priorities, focus energy and resources, ensure that employees and other stakeholders are working toward common goals, and assess and adjust the agency's direction in response to changing conditions.

HACA's last Strategic Plan, VISION 2025 - HACA's 2020-2025 Strategic Plan, was last approved and accepted by the Board in February 2020.

***Process:***

Currently, HACA is going through a Strategic Plan Refresh. This refresh is in large part based on the VISION 2025 document, which was completed in February 2020. Due to the impact of the pandemic, HACA's goals and objectives were necessarily modified and adapted in response. However, now that circumstances have returned to a more normal status, HACA has engaged in a refresh to ensure we are focused on expanding housing choices and opportunities as well as expanding resident services to help residents achieve a higher quality of life.

Once again, HACA has hired CVR Associates to assist us in this work. CVR's Sr. Vice President, Melanie (Villalobos) Campbell will walk you through the highlights of the work done on this refresh. A copy of the goals and objectives from the 2020-2025 Strategic Plan are attached for your review.

***Staff Recommendation:***

Staff is asking the Board of Commissioners to review the Draft refresh of the Strategic Plan, as presented by CVR Associates.

**ATTACHMENTS:**

## ▣ **2020 Strategic Plan Goals and Objectives**

**Goal 1) Increase housing choices and opportunities throughout the Austin community and Central Texas region.**

		Target	Owner	Support
<b>1.0</b>	<b>Increase housing choices and opportunities throughout the Austin community and Central Texas region.</b>		<b>AAHC</b>	<b>EXEC</b>
<b>1A</b>	<b>Adopt agency-wide guiding policy/principles for housing expansion.</b>	12/31/2022	AAHC	AH
1A (1)	Conduct a review/financial assessment of AAHC Real Estate Portfolio and service area/geography served	12/31/2021	AAHC	AH FIN
1A (2)	Review and analyze funding sources and partnership approaches, prioritizing risk minimization and effectiveness	12/31/2021	AAHC	AH FIN
1A (3)	Review and assess current AAHC RFQ	12/31/2021	AAHC	AH FIN
1A (4)	Develop a guiding policy, principles, and revised RFQ for development and partnerships	12/31/2021	AAHC	AH FIN
1A (5)	Explore whether HACA should establish its own development corporation	12/31/2022	AAHC	AH FIN
<b>1B</b>	<b>Create a redevelopment strategy/plan for our PBRA portfolio to maximize additional affordable housing units.</b>	3/31/2021	AAHC	RAD LIH
1B (1)	Analyze each PBRA property to explore tax credit feasibility, broader financial viability and resident relocation	3/31/2021	AAHC	RAD LIH
1B (2)	Prioritize each property for best opportunities to maximize affordable units and residents' quality of life	3/31/2021	AAHC	RAD LIH
1B (3)	Develop a timeline for PBRA redevelopment, prioritizing properties with critical needs	3/31/2021	AAHC	RAD LIH
<b>1C</b>	<b>Increase use of Down Payment Assistance program and Six Star program to each serve 15 families per year, to include units in high opportunity areas.</b>	04/01/2025	AAHC	LIH AH
1C (1)	Identify potentially qualified families (e.g. FSS, Jobs Plus, zero subsidy households)	3/31/2021	AAHC	LIH AH
1C (2)	Develop marketing and educational materials to encourage participation	3/31/2021	AAHC	LIH AH
1C (3)	Evaluate viability of the Six Star program, barriers to participation, and needed revisions to policies	3/31/2021	AAHC	LIH AH
<b>1D</b>	<b>Implement at least 3 initiatives to retain and expand housing opportunities for rental assistance participants.</b>	12/31/2023	AH	PR AAHC
1D (1)	Implement landlord incentive and appreciation programs to increase new owner participation and to maintain and educate current owners	3/31/2021	AH	PR
1D (2)	Seek funding for mobility counseling program	TBD based on issuance of NOFA	AH	AP PR

		Target	Owner	Support
1D (3)	Design and implement a “good neighbor” program	3/31/2022	AH	LIH PR
1D (4)	Expand Austin Affordable Housing Corporation (AAHC) marketing to HCV participants	3/31/2020	AH	AAHC PR
1D (5)	Double the number of HCV participants in AAHC units	12/31/2023	AH	AAHC PR
<b>1E</b>	<b>Expand Austin Affordable Housing Corporation (AAHC) portfolio to 10,000 units, with emphasis on higher opportunity areas.</b>	3/31/2023	AAHC	EXEC
1E (1)	Expand developer and financial relationships to build and acquire new affordable units	12/31/2021	AAHC	EXEC FIN
1E (2)	Enhance strategy to acquire/preserve additional affordable units	12/31/2021	AAHC	EXEC FIN
1E (3)	Enhance strategy to develop/build new affordable units	12/31/2021	AAHC	EXEC FIN
1E (4)	Expand creative funding sources and partnerships for preservation and new construction	12/31/2021	AAHC	EXEC FIN



**Goal 2) Expand choices and opportunities for residents to improve their quality of life, achieve self-sufficiency, and reach their full potential.**

		Target	Owner	Support
2.0	<b>Expand choices and opportunities for residents to improve their quality of life, achieve self-sufficiency, and reach their full potential.</b>		AP	AH
2A	<b>Improve participation in resident service programs by December 2021 and through 2024.</b>	12/31/21 through 12/31/2024	AP	AH PR LIH
2A (1)	Establish baseline numbers and target numbers, evaluate annually and improve	12/31/2021	AP	TMI
2A (2)	Continue to seek ways to help connect all families in HACA's Project-Based Rental Assistance (PBRA) program to broadband internet	3/31/2024	AP	EXEC
2A (3)	Improve adult literacy	12/31/2024	AP	PR LIH
2A (4)	Enhance incentives to encourage resident participation	03/31/2021	AP	PR LIH
2A (5)	Evaluate and enhance resident ambassador programs to improve outreach and engagement across all programs	3/31/2022	AP	PR LIH
2A (6)	Enroll more Chalmers West residents into the Family Self-Sufficiency (FSS) program prior to converting the property to the PBRA program	12/31/2021	AP	AH FSS
2A (7)	Transition Jobs Plus participants as the program ends into other workforce development services	12/31/2020	AP	AH FSS
2A (8)	Pursue additional funding and replicate Bringing Health Home (BHH) at a 2nd site	3/31/2021	AP	PR LIH
2A (9)	Increase the number of youth receiving an incentive for achieving A/B Honor Roll and Perfect Attendance	7/31/2022	AP	PR LIH
2A (10)	Increase the number of youth participating in academic and enrichment programs	7/31/2022	AP	PR LIH
2B	<b>Consolidate the Austin Pathways (AP) and Community Development programs.</b>	9/1/2020 through 12/31/2021	AP	EXEC FIN HR TMI
2B (1)	Update key elements of the consolidated organization	12/31/2021	AP	TMI HR
2B (2)	Develop and implement a communication plan to educate HACA and residents on new staff roles and AP	12/31/2020	AP	PR
2B (3)	Refresh the Austin Pathways brand to reflect the newly consolidated organization	9/1/2020	AP	OP
2B (4)	Update existing mission/vision/bylaws and guiding principles	12/31/2020	AP	EXEC

		Target	Owner	Support
<b>2C</b>	<b>Develop and implement a community development service model that can be replicated and scaled.</b>	12/31/2023	AP	LIH PR AH
2C (1)	Develop a set of shared measures, performance metrics, a dashboard, and an accessible platform for collecting and sharing data	3/31/2023	AP	TMI
2C (2)	Develop and implement resident-led parent advisory program through the Involved Dads of Action Developing and Succeeding (IDADS) Program	7/1/2021	AP	EXEC
2C (3)	Enhance the resident eviction prevention program	3/31/2021	AP	LIH
2C (4)	Explore program and partnership options to transition the Resident Opportunity and Self-Sufficiency (ROSS) and Jobs Plus programs to continue to meet mission outcomes and integrate resident-led programs to enhance self-reliance and independence	3/31/2021	AP	AH
2C (5)	Identify high performing programs and transition out lower impact programs	3/31/2021	AP	EXEC
2C (6)	Create and implement a resident communication plan	12/31/2023	AP	LIH
<b>2D</b>	<b>Develop resident-led safety programs to promote resident awareness, education and participation.</b>	12/31/2023	AP	LIH PR
2D (1)	Pilot Part-time Apartment Residents on Watch (AROW) Project Coordinator in 2020. Assess in 2022 and replicate if effective and impactful in 2023.	4/1/2023	AP	LIH PR
2D (2)	Explore funding sources to establish/sustain/expand program	4/1/2022	AP	LIH PR
<b>2E</b>	<b>Determine best standardized methods to communicate with residents and maximize their use.</b>	12/31/2024	AP	PR TMI LIH AH
2E (1)	Create protocols to capture updated resident information at multiple touch points	12/31/2021	LIH	TMI AP
2E (2)	Identify tools to utilize mass texting and emailing to residents	12/31/2024	TMI	AP
2E (3)	Create and implement a communication plan for the launch of new protocols	12/31/2022	PR	AP
2E (4)	Transition resident newsletter to online delivery, reaching 75% of residents	12/31/2024	PR	AP LIH TMI

**Goal 3) Further efforts to attract, support, develop and retain a talented and diverse workforce that prioritizes integrity, accountability and workplace safety.**

		Target	Owner	Support
<b>3.0</b>	<b>Further efforts to attract, support, develop and retain a talented and diverse workforce that prioritizes integrity, accountability and workplace safety.</b>		<b>HR</b>	<b>EXEC</b>
<b>3A</b>	<b>Develop and implement a plan to further strengthen succession planning throughout HACA.</b>	4/30/2022	HR	EXEC
3A (1)	Research with SHRM (Society for Human Resource Management) and others for sample succession plans	9/30/2020	HR	EXEC
3A (2)	Meet with each department head to develop a recruitment, staff support, and succession plan	9/30/2021	HR	EXEC
3A (3)	Define 'high potential' and identify high-potential employees	9/30/2020	HR	EXEC
3A (4)	Develop a list of items to be shared through training, documents, and meetings that represent the key responsibilities for succession	11/30/2021	HR	EXEC
3A (5)	Develop and launch a mentorship and leadership program	1/01/2022	HR	EXEC
<b>3B</b>	<b>Create and launch an annual staff survey to assess the Agency's work environment and identify areas of strengths and areas for improvement.</b>	12/31/2021	HR	TMI
3B (1)	Research software and available existing surveys that build upon Strategic Plan survey results	8/31/2020	HR	TMI
3B (2)	Assess and report survey results to the Agency	3/30/2021	HR	TMI
3B (3)	Prioritize and implement improvements based on funding or available resources	12/31/2021	HR	TMI
<b>3C</b>	<b>Enhance staff training opportunities to improve job performance, safety, technological efficiencies, and upward mobility.</b>	01/01/2022	COMP	HR
3C (1)	Research available safety tools and training for staff	12/31/2020	COMP	LIH P&D
3C (2)	Develop a program for staff continuing education on service equipment and implement an updated safety training program for all HACA staff	3/31/2021	COMP	LIH P&D
3C (3)	Develop a comprehensive and effective process for onboarding new employees	9/30/2020	HR	ALL
3C (4)	Develop a program for staff continuing education in technology	1/1/2022	TMI	ALL
3C (5)	Enhance HACA's recognition/incentives program for exceptional performance and goal achievement	3/31/2021	HR	ALL
<b>3D</b>	<b>Implement a pilot program that offers more flexible work arrangements.</b>	9/30/2020	HR	EXEC
3D (1)	Research policy and eligibility	5/31/2020	HR	EXEC
3D (2)	Identify which jobs to pilot	5/31/2020	HR	EXEC

		Target	Owner	Support
3D (3)	Develop job-specific requirements, metrics for success, equipment required, etc.	6/30/2020	HR	Part. Dept
3D (4)	Report on metrics, productivity software, remote work technology, and team member tracking software	9/1/2020	TMI	Part. Dept

**Goal 4) Maximize diverse funding sources and operating efficiencies to ensure corporate sustainability.**

		Target	Owner	Support
4.0	<b>Maximize diverse funding sources and operating efficiencies to ensure corporate sustainability.</b>		FIN	AAHC
4A	<b>Aggressively pursue external, sustainable funding sources for Austin Pathways to fund 25% of their programs</b>	12/31/2024	AP	EXEC FIN
4A (1)	Research best practices in fundraising, reviewing mission and desired outcomes for Austin Pathways, and evaluate the value of creating a development team	3/31/2022	AP	EXEC FIN
4A (2)	Examine creation of an Austin Pathways Advisory Council	3/31/2022	AP	EXEC PR
4A (3)	Develop a communications and marketing plan	3/31/2022	AP	PR
4B	<b>Model financial and sustainability scenarios for major HACA Divisions and Subsidiaries.</b>	Annually	FIN	ALL
4B (1)	Review operating reserves in the context of stress tests and various scenarios	Annually	FIN	EXEC AAHC
4B (2)	Review legal entities and organizational structure for maximum flexibility, stewardship and risk mitigation	12/31/2021	FIN	EXEC AAHC
4C	<b>Refine agencies' Financial Policies (debt service coverage, operating reserves, balanced growth and investments).</b>	3/31/2021	FIN	EXEC AAHC SHCC
4C (1)	Inventory existing policies and identify needs for new or updated policies	3/31/2021	FIN	EXEC AAHC SHCC
4C (2)	Review policies annually for needed updates or revisions	Annually	FIN	EXEC AAHC SHCC

**Goal 5) Fully transition to an asset-based business model to improve organizational effectiveness.**

		Target	Owner	Support
5.0	<b>Fully transition to an asset-based business model to improve organizational effectiveness.</b>		RAD	EXEC
5A	<b>Create and implement new Standard Operating Procedures (SOPs) and Supplemental Processing Guidelines (SPGs) that provide staff with guidance to eliminate redundancies and perform currently centralized tasks at the asset level.</b>	3/31/2021	LIH	HR
5A (1)	Leverage the Pilot Team to develop and test policies and procedures for centralized tasks, ensuring basic compliance with Program regulations	7/31/2020	LIH	HR
5A (2)	Implement new model with updated job descriptions	3/31/2021	LIH	HR
5A (3)	Assess and update marketing collateral and streamline waiting list management	3/31/2021	LIH	EXEC PR
5A (4)	Create and implement an internal communication plan	7/31/2020	PR	ALL
5B	<b>Identify and implement ways to leverage technology, as well as staff knowledge and experience, to streamline processes while increasing job satisfaction.</b>	12/31/2022	TMI	LIH FIN OP ADM
5B (1)	Evaluate current technology and processes, to determine what we have, need and should implement	12/31/2020	TMI	LIH FIN OP ADM
5B (2)	Determine resident and staff training needs to best implement technology, and implement education/training program	6/30/2021	TMI	LIH FIN OP ADM AP
5B (3)	Develop timeline and implement technology solutions	12/31/2021	TMI	LIH FIN OP ADM
5C	<b>Align Pathways Asset Management's staffing and compensation model with industry-standard practices, while ensuring financial sustainability for each asset.</b>	3/31/2021	LIH	HR AAHC
5C (1)	Research best practices and metrics for industry	3/31/2020	LIH	HR AAHC
5C (2)	Test and refine best practices and staffing/compensation levels with Pilot Team	8/31/2020	LIH	HR AAHC
5C (3)	Review and adjust incentive program to more closely align with industry standard and site-based practices	8/31/2020	LIH	HR
5C (4)	Implement compensation model portfolio-wide	3/31/2021	LIH	HR AAHC

**Goal 6) Support a culture of innovation and continuous improvement to optimize customer service, organizational efficiency, and environmental sustainability.**

		Target	Owner	Support
6.0	<b>Support a culture of innovation and continuous improvement to optimize customer service, organizational efficiency, and environmental sustainability.</b>		TMI	P&D
6A	<b>Implement three corporate initiatives to improve efficiencies.</b>	12/31/2024	TMI	ALL
6A (1)	Form a collaborative team across departments to identify potential organizational and operational efficiencies	12/31/2020	TMI P&D	ALL
6A (2)	Review Agency programs and operations to identify high cost activities	9/30/2021	TMI P&D	ALL
6A (3)	Develop a cost savings/organizational efficiency implementation plan	6/30/2022	TMI P&D	ALL
6B	<b>Launch Technology Enhancements to improve operating efficiencies.</b>	12/31/2022	TMI	ALL
6B (1)	Launch additional customer portals	1/31/2021	TMI	SHCC AH LIH
6B (2)	Launch data analytic tools to assess key performance indicators	12/31/2022	TMI	ALL
6C	<b>Enhance customer service assessment program.</b>	3/31/2022	COMP	ALL
6C (1)	Review and revise the existing customer service survey to determine the frequency, content, timing, etc.	3/31/2022	COMP	AH FIN OP P&D
6C (2)	Explore options for an online survey process	3/31/2022	TMI	COMP
6C (3)	Work with local universities for assistance developing an assessment tool	3/31/2022	EXEC	COMP
6D	<b>Identify and implement best practices to enhance internal and external communication and collaboration.</b>	3/31/2022	HR PR EXEC	ALL
6D (1)	Identify and prioritize communication opportunities and challenges	9/30/2020	HR PR EXEC	ALL
6D (2)	Research technology tools to improve communication and collaboration	12/31/2020	TMI	ALL
6D (3)	Research soft skills to improve communication and collaboration	12/31/2020	HR	PR EXEC
6D (4)	Create a culture of communication and utilize staff survey to evaluate	12/31/2021	EXEC	PR HR

		Target	Owner	Support
<b>6E</b>	<b>Explore the option to rebrand the organization, to expand awareness and partnerships.</b>	3/31/2022	EXEC	PR
6E (1)	Review other PHA rebranding initiatives for effectiveness	6/30/2021	EXEC	PR
6E (2)	Determine a rollout schedule	9/30/2021	EXEC	PR
6E (3)	Increase social media presence by 15%	3/31/2021	PR	EXEC
<b>6F</b>	<b>Implement opportunities to promote energy efficiency and environmental sustainability.</b>	12/31/2024	P&D	AAHC LIH
6F (1)	Explore solar panel installations on existing HACA apartment facility Community and Management buildings for reduced or net zero electrical usage	3/31/2022	P&D	EXEC
6F (2)	Develop a weatherization and sustainability standard for all new designs and property rehabilitations	6/30/2021	P&D	EXEC
6F (3)	Replace fleet through attrition with fuel efficient vehicles	12/31/2024	P&D	OP
6F (4)	Enhance compliance with commercial and residential recycling ordinances at all facilities	6/30/2021	P&D	OP
6F (5)	Develop and implement training for staff, residents and developer/property management partners on recycling and energy conservation	6/30/2021	P&D	LIH
6F (6)	Minimize waste and maximize recycling in all construction-related projects	12/31/2021	P&D	OP
6F (7)	Implement opportunities for sustainable energy generation, bulk energy rate purchasing, and rebates to optimize energy use	12/31/2023	P&D	EXEC
<b>6G</b>	<b>Change and adopt a uniform agency fiscal year</b>	12/31/2024	FIN	ALL



**Goal 7) Create and implement a plan to advance inclusion, diversity and racial, economic and social equity throughout the organization, our programs and partnerships.**

		<b>Target</b>	<b>Owner</b>	<b>Support</b>
<b>7.0</b>	<b>Create and implement a plan to advance inclusion, diversity and racial, economic and social equity throughout the organization, our programs and partnerships.</b>		<b>HR</b>	<b>COMP</b>
<b>7A</b>	<b>Develop a plan to promote diversity, equity and inclusion throughout HACA.</b>	12/31/2021	HR	EXEC
7A (1)	Conduct two diversity trainings each year for all staff, and two diversity, equity and inclusion trainings for managers and supervisors	12/31/2020	HR	EXEC
7A (2)	Form a Diversity, Equity and Inclusion (DEI) Advisory Group to consider issues, identify new approaches, promote awareness, and organize multicultural celebrations and events	10/31/2020	HR	EXEC
7A (3)	Designate a member of the HR team as Diversity Manager	6/30/2020	HR	EXEC
<b>7B</b>	<b>Partner with a broad coalition of community and job training partners to increase diversity in new hires within the workforce by 10%.</b>	12/31/2021	HR	EXEC
7B (1)	Establish baseline and develop benchmarks	5/31/2020	HR	EXEC
7B (2)	Enhance relationships with job training partners, to identify and recruit diverse candidates	6/30/2020	HR	EXEC
7B (3)	Enhance relationships with colleges and universities serving diverse populations to identify and recruit diverse candidates	6/30/2020	HR	EXEC
<b>7C</b>	<b>Review trainings, best practices, and mentoring approaches to identify opportunities to advance staff with diverse backgrounds.</b>	5/31/2021	HR	DEI Advisory Group

**Key to Owner Abbreviations:**

<b>AAHC</b> – Austin Affordable Housing Corporation	<b>HR</b> – Human Resources
<b>ADM</b> – Admissions	<b>LIH</b> – Low Income Housing
<b>AH</b> – Assisted Housing, aka Section 8 Voucher Program	<b>OP</b> – Operations & Purchasing Services
<b>AP</b> – Austin Pathways	<b>P&amp;D</b> – Planning & Development
<b>COMP</b> – Compliance Oversight	<b>Part. Dept.</b> – Participating Departments
<b>EXEC</b> – Executive	<b>PR</b> – Public Relations/Communications
<b>FIN</b> – Finance	<b>RAD</b> – Rental Assistance Demonstration
<b>FSS</b> – Family Self Sufficiency	<b>TMI</b> – Technology Management & Innovation

# HOUSING AUTHORITY OF THE CITY OF AUSTIN

## BOARD ACTION REQUEST

### RESOLUTION NO. 02811

#### FINANCE ITEM NO. 3.

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**MEETING DATE:** August 17, 2023

**STAFF CONTACT:** Barbara Chen, Chief Financial Officer

**ITEM TITLE:** Presentation, Discussion, and Possible Action regarding Resolution No. 02811:  
Approval of Updates to the Capitalization Policy

**BUDGETED ITEM:** N/A

**TOTAL COST:** N/A

#### ACTION

The Board is being asked to approve Resolution No. 02811 to update the Capitalization Policy.

#### SUMMARY

##### ***Background:***

An amendment to Capitalization Policy, Resolution No. 02662, adopted on July 16, 2020 is proposed. It is proposed that all real property and personal assets with a unit cost of \$5,000 or greater and a life more than one year shall be capitalized for budgetary and financial control purposes. The current threshold is set at \$2,500 or greater.

Personal assets include equipment, vehicles, machineries and furniture. Real property includes land and land improvements, building and building improvements, and leasehold improvements, donated, purchased or constructed using operating funds, retained earnings, borrowed funds or donated funds.

##### ***Process:***

Items capitalized shall be shown as assets in the financial records of HACA. Both personal assets and real property excluding land will be depreciated over the useful lives of the asset. HACA shall follow General Accepted Accounting Principles (GAAP) as the basis for accounting and recording these fixed assets transactions.

##### ***Staff Recommendation:***

Approval is recommended.

**RESOLUTION NO. 02811**

**APPROVAL OF UPDATES TO HACA'S CAPITALIZATION POLICY**

**WHEREAS**, the Department of Housing and Urban Development requires the Board of Commissioners to approve a Capitalization Policy; and

**WHEREAS**, HACA's amended Capitalization Policy was adopted on July 16, 2020; and

**WHEREAS**, an update is proposed to the existing Capitalization Policy to increase the capitalization threshold from \$2,500 to \$5,000.

**NOW, THEREFORE BE IT RESOLVED** , that the Housing Authority of the City of Austin Board of Commissioners approves the proposed update to the Capitalization Policy.

**PASSED, APPROVED AND ADOPTED** this 17th day of August, 2023.

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**Michael G. Gerber, Secretary**

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**Carl S. Richie, Jr., Chairperson**

# HOUSING AUTHORITY OF THE CITY OF AUSTIN

## BOARD ACTION REQUEST

### RESOLUTION NO. 02812

#### TMI ITEM NO. 4.

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**MEETING DATE:** August 17, 2023

**STAFF CONTACT:** Jorge Vazquez, Director of TMI

**ITEM TITLE:** Presentation, Discussion, and Possible Action regarding Resolution No. 02812: Approval to proceed with procurement and implementation of HACA's Technology Migration and Modernization services

**BUDGETED ITEM:** Yes

**TOTAL COST:** \$400,000

#### **ACTION**

Staff is requesting the Board's approval for a comprehensive technology migration to the Microsoft 365 platform. This initiative encompasses the transition of HACA's critical business systems to the cloud, along with a significant enhancement of network security measures. It is worth noting that the allocated budget of \$400,000 for this project has already received approval within the HACA FY2023-2024 Budget.

#### **SUMMARY**

##### ***Background:***

Over the past three years, HACA has faced a series of challenges within our technology platforms, including: (1) reduced access to key Google platform features; (2) increasing Google service fees; (3) limited network security; and (4) system vulnerability to power outages and adverse weather conditions. Following an extensive and lengthy assessment involving all Departments, the Technology Management and Innovation Department (TMI) has determined that a migration to the Microsoft 365 technology platform would optimally serve HACA's business operations.

Microsoft 365 offers a number of key benefits to HACA's operations, including (1) comprehensive suite of tools; (2) unified management; (3) high systems availability and disaster recovery; (4) security and compliance; (5) remote accessibility; (6) reduced downtime and (7) advanced security features, among others.

While a technology migration can be challenging, TMI is developing a strategy and timeline for implementation in close collaboration with all agency and subsidiary departments. Subject to Board approval, the implementation of Microsoft 365 is anticipated to be completed by May 2024. Some of the steps TMI will undertake to ensure a smooth implementation include comprehensive discovery procedures, training initiatives, coordination with staff handling specific business processes, and strategic involvement of consultants when deemed necessary.

***Process:***

HACA is utilizing the existing procurement contract vehicles with the state's Department of Information Resources (Texas-DIR) to acquire the needed 270 Microsoft licenses and implementation services from Rackspace Technology to perform discovery, configuration, testing, data migration and user training for the new platform.

***Staff Recommendation:***

The agency recommends approval for the migration of HACA to the Microsoft 365 platform, including cloud hosting of existing infrastructure, and security and administration tools, based on the presented benefits, technical implementation plan, and cost analysis.

**ATTACHMENTS:**

- ▣ **Proposal Deck**
- ▣ **HACA Migration Phase 1 SoW**
- ▣ **HACA Azure hosting Phase 2 SoW**

**RESOLUTION NO. 02812**

**Approval to Proceed with Procurement and Implementation for HACA's Technology Migration and Modernization services**

**WHEREAS**, the Housing Authority of the City of Austin continues to move forward with the migration and modernization of its technology infrastructure; and

**WHEREAS**, based on comprehensive due diligence, staff needs assessments, and business continuity needs, HACA has determined that migration to the Microsoft 365 platform is the most responsive and cost effective solution; and

**WHEREAS**, HACA proposes to migrate its business systems and data to the Microsoft 365 platform;

**NOW, THEREFORE, IT IS HEREBY RESOLVED**, that the Housing Authority of the City of Austin Board of Commissioners authorizes the President & CEO to negotiate and award Technology Migration and Modernization project contracts using existing Texas DIR contract pricing and state-approved vendors for a total project amount not to exceed \$400,000.

**PASSED, APPROVED AND ADOPTED** this 17th day of August, 2023.

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Michael G. Gerber, Secretary

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Carl S. Richie, Jr., Chairperson



## Google to Microsoft 365 Migration Azure Hosting Support & Licenses

**Michael Doll** – Account Executive

**Jeff Lizerbram** – M365 Productivity Solutions Architect

**rackspace**  
technology.



# Agenda

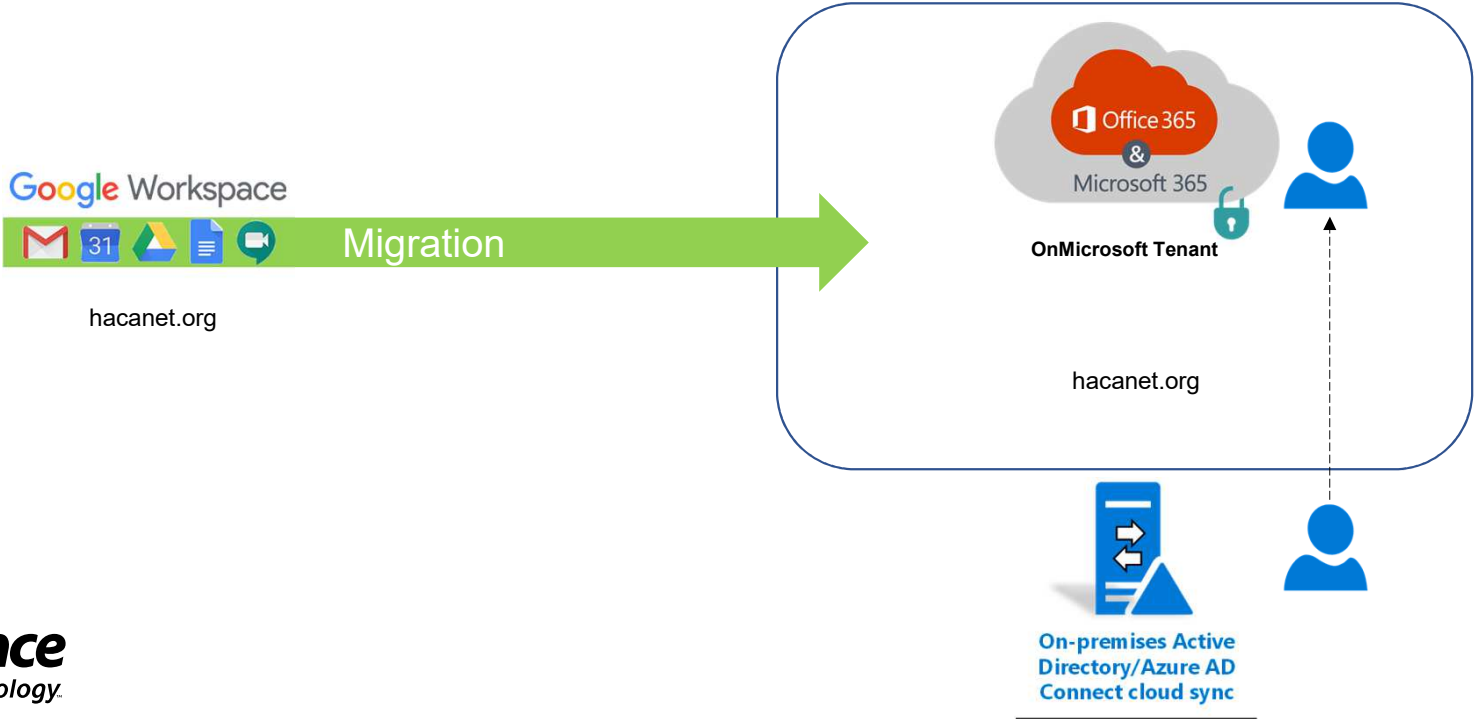
- Project Objectives & Methodology
- Timeline & Pricing
- Questions & Actions

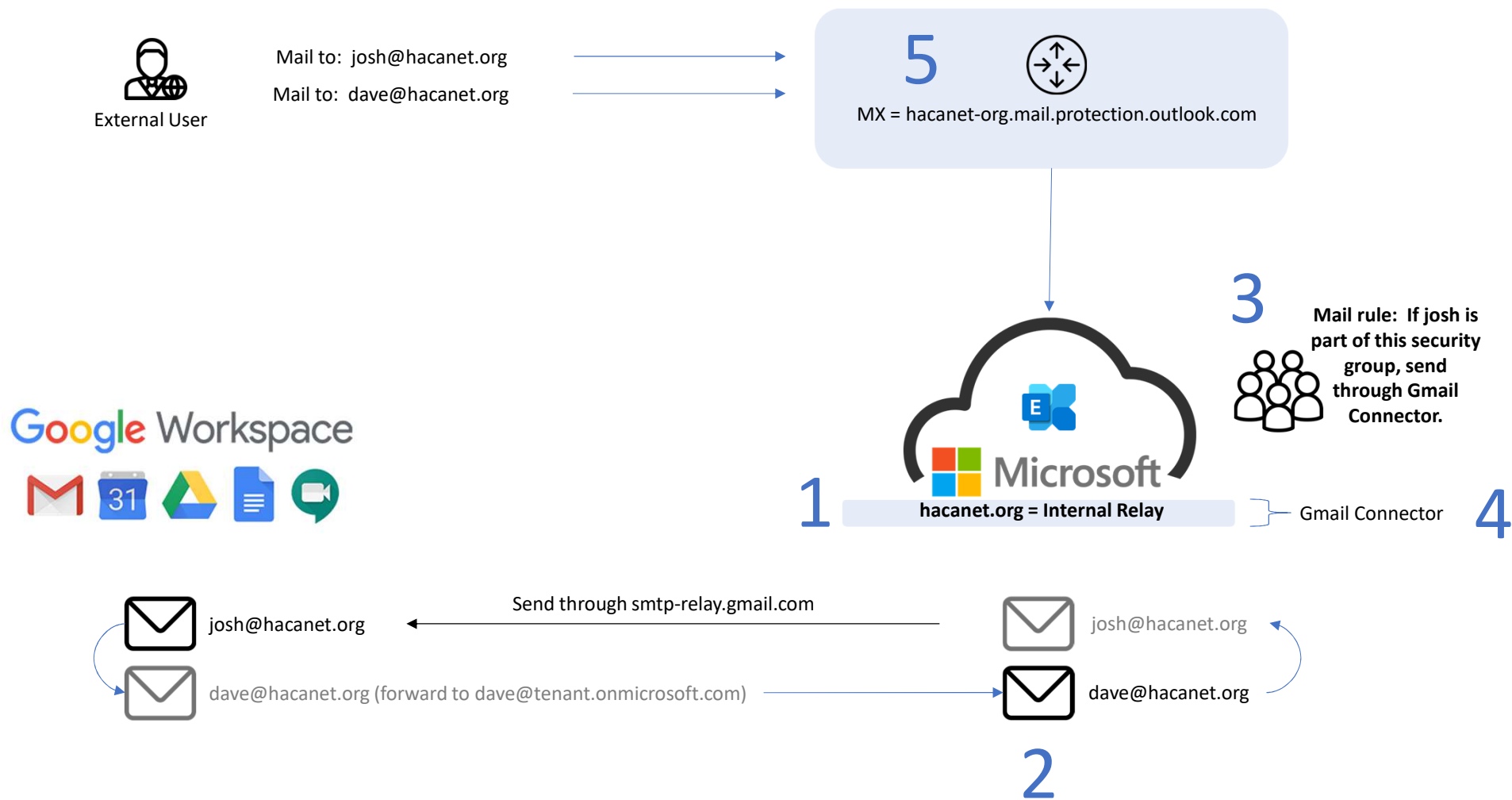


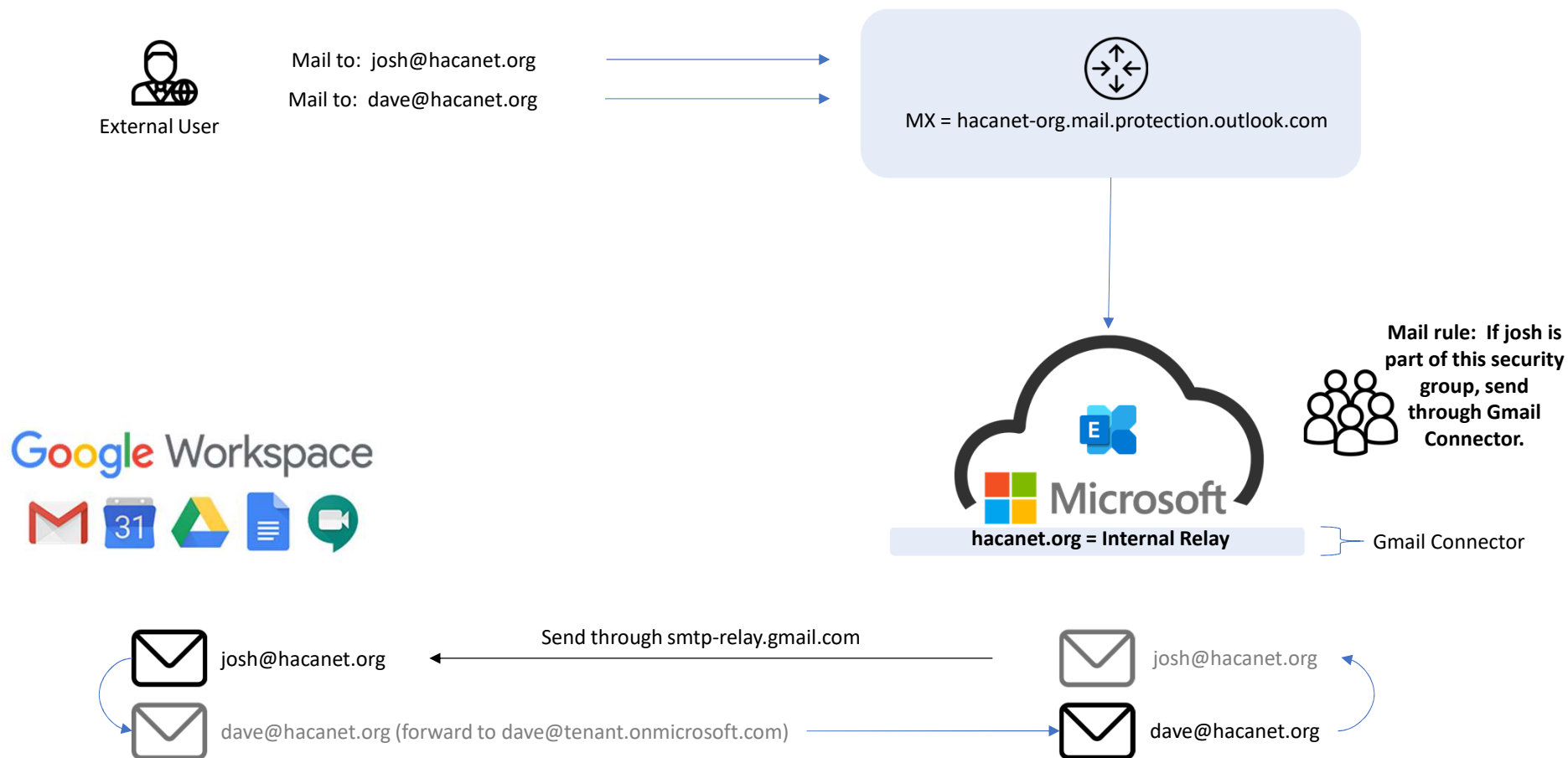


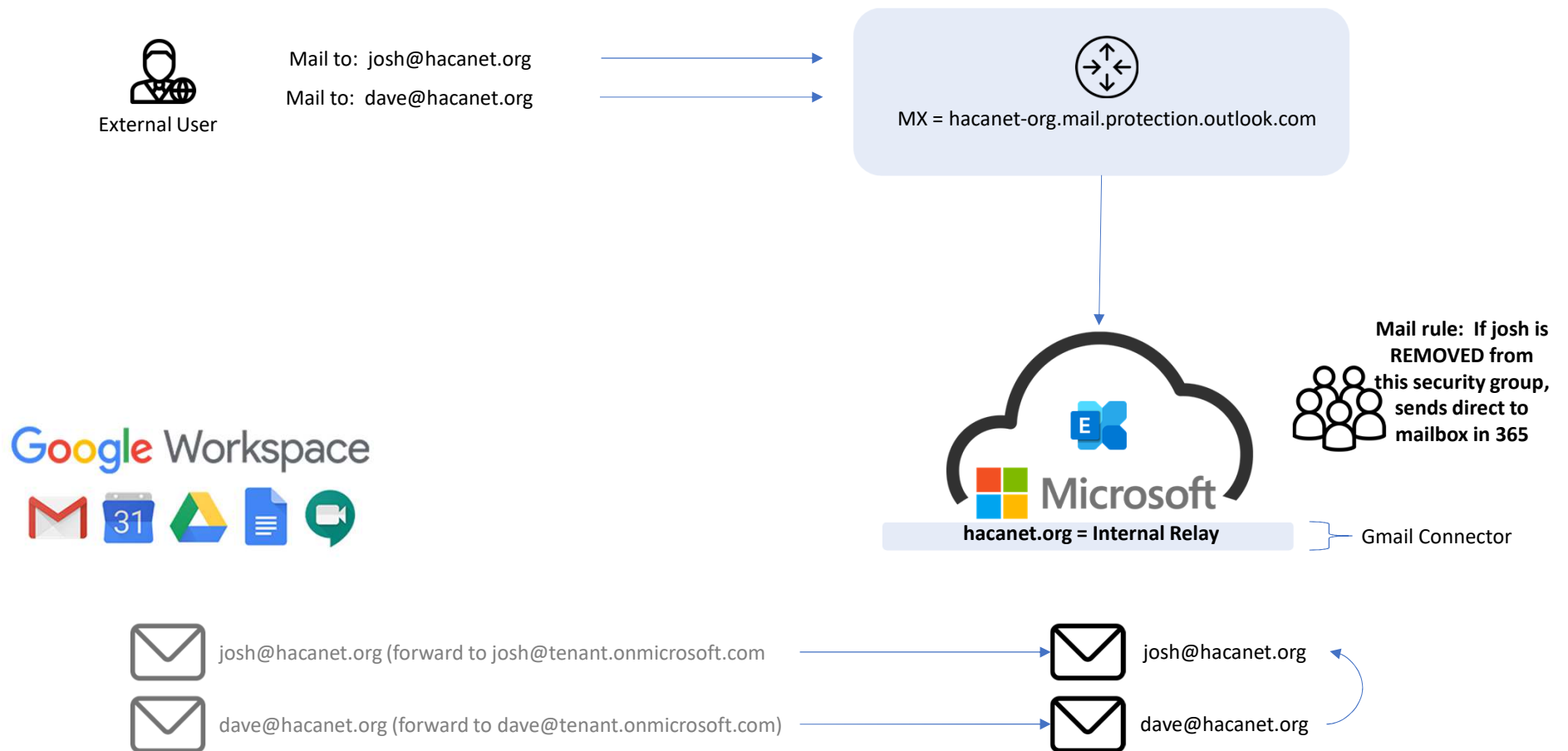
Project Objectives

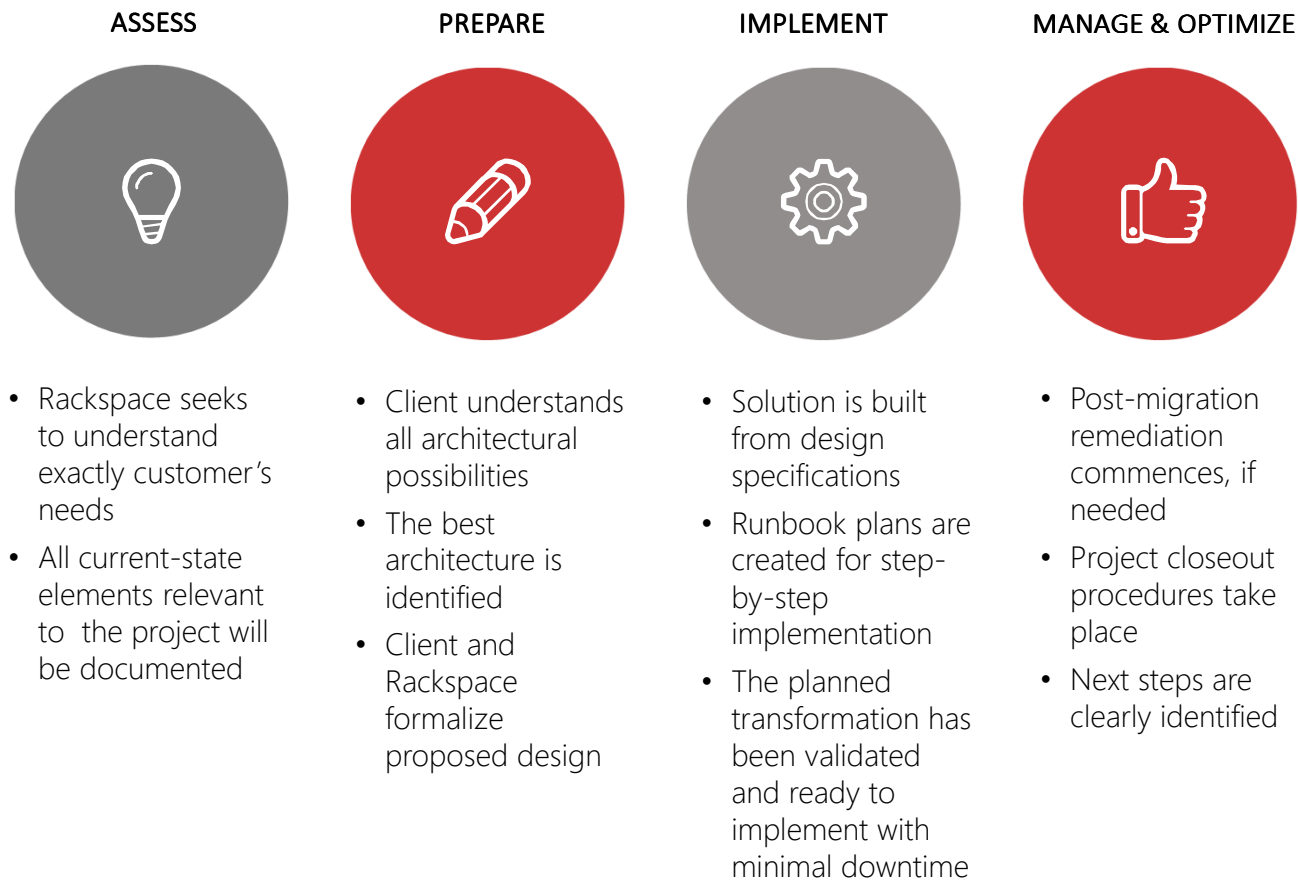
Housing Authority, City of Austin (HACA) ("Customer") has engaged Rackspace Technology to assist with a migration from Google Workspace to Microsoft 365. As a city government agency, customer requires enhanced controls for email and documents, and because of a partnership with Texas Department of Information Resources (Texas DIR), they will be migrating into a Microsoft 365 tenant. A recent output from the Google Workspace environment shows up to 347 accounts with a total of 3.3TB of email and 480GB of file storage in use. Approximately 277 accounts appear to be user types, while the remainder of accounts are utilized for service or shared resources.

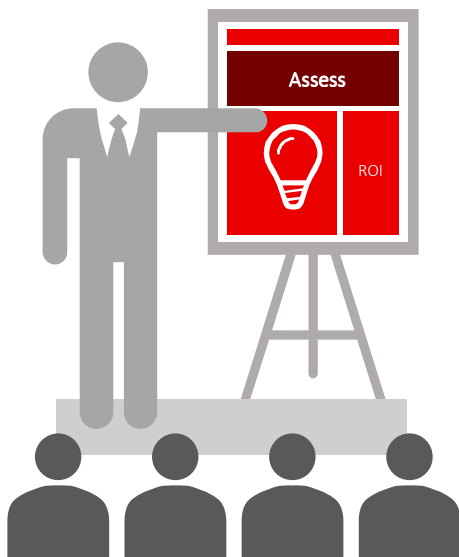












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**rackspace**  
technology

## Assess

- **Project Preparation**

- ✓ Project pre-planning actions: Complete entry criteria, establish roles and responsibilities, and hold initial project kickoff.
- ✓ Discuss and define any dependencies tied to source Google Workspace and provide guidance on actions needed to complete migration efforts. This includes dependencies such as:
  - ❑ Automated forms or flows
  - ❑ Guest access links to documents
  - ❑ External application integrations
  - ❑ SMTP Relay configurations tied to Google Workspace

- **Identity & Access Management (IAM) Assessment**

- ✓ Rackspace engineers will work with customer to determine scoped set of accounts and groups (distribution and security) to migrate, and to also determine destination licensing needs.
- ✓ Discuss any dependencies on account provisioning requirements and/or integrations.
- ✓ Review destination account synchronization objectives; whether destination accounts should be included in a synchronization scope, or exist as Azure AD cloud-only accounts.
- ✓ If synchronization will be within scope of this project, discuss the following preferences:
  - ❑ Create synchronized accounts leveraging Azure AD Connect.
  - ❑ Create Azure seamless Single Sign-On to work with not only Microsoft 365 services, but for other applications external to Microsoft 365 (requires a project change order).
- ✓ Discuss any potential issues with validating customer's domain to the destination tenant, including DNS management dependencies.





01

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# Assess

- **Messaging Assessment**
  - ✓ Assess overall source messaging environment, including:
    - ❑ Mailbox Sizing
    - ❑ Any Archiving policies
    - ❑ Overall mail flow
    - ❑ Email domain usages and relay / forwarding
    - ❑ UPN and Primary SMTP Addressing
    - ❑ Peripheral device SMTP Relay needs
    - ❑ Source Google spam filter settings, such as email or domain safe / block lists
  - ✓ Determine mailbox permissions matrix in source so that engineers can apply similar permission to destination through scripting or by providing manual instructions for granting permissions.
  - ✓ Determine any mailboxes that exceed migration size limits and discuss email reduction or migration options available for such mailboxes that exceed limits.
- **Document and Collaboration Assessment**
  - ✓ Discovery of source Google Drive documents will commence along with identifying which files / folders will be scoped into the migration.
  - ✓ Discovery of source Google Drive permissions and any external links applied to understand scope of access to Google Drive resources.
  - ✓ Determine best fit migration tool for Google Documents to Microsoft 365.
- **Branding Assessment**
  - ✓ Determine tenant branding needs in terms of username prefix, UPN suffix usage, primary email address usage and any portal branding requirements.
- **Communications Assessment**
  - ✓ Determine preferred methods of comms, define test/pilot groups for validation

## Prepare

### ▪ Microsoft 365 Tenant Preparation

- ✓ Determine and plan for domain(s) that need to be added to destination tenant upon cutover.
- ✓ Add and validate the domains to the destination Microsoft 365 tenant.
- ✓ Add Microsoft Online identities to destination tenant that represent users with mailboxes, as well as resource mailbox identities. Based on assessment discussions, identities will either be created as follows:
  - ❑ Establish Azure AD Connect synchronization to provision identities.
  - ❑ Establish hacanet.org accounts as cloud-only.
- ✓ Add Distribution Groups and Security Groups as required and populate memberships (using same preferred methods as creating users, if necessary).
- ✓ Provide licensing to those accounts to generate a destination mailbox and OneDrive in Microsoft 365.
- ✓ Set permissions for mailboxes in the destination tenant as required from assessment.
- ✓ Transpose any Exchange Online Protection configuration settings as required from source Google email filter settings.

### ▪ Active Directory Preparation (if synchronizing identities)

- ✓ Provision member server to run Azure AD Connect.
- ✓ Ensure Active Directory Schema has been extended to include Exchange attributes.
- ✓ Provision member server to run Exchange Management components to help manage Microsoft 365 Exchange Online mailboxes synchronized with on-premise Active Directory objects.

02





## Prepare

### ▪ Mailbox Migration Tool Preparations

- ✓ BitTitan's Migration Wiz will be the preferred tool for migration of mail data from the source Exchange Online environment into the destination Exchange Online tenant location. Procurement of this tool will proceed.
- ✓ Setup the customer MSP Portal within the BitTitan site, and buildout source to destination endpoint connectors.
- ✓ Run connection validation on source to destination mailboxes.
- ✓ Run test migrations to validate email data is properly seated into destination mailboxes.

### ▪ Document Migration Preparation

- ✓ Review any required destinations where Google documents may be located within OneDrive for Business, Teams or SharePoint online.
- ✓ Utilize migration manager (or preferred migration tool) to setup source and destination connectors.
- ✓ Run test migrations to destination OneDrive for Business, Teams and/or SharePoint sites and validate that locations are properly seated.
- ✓ Setup any necessary Teams or SharePoint sites prior to migration as needed.

### ▪ Mail Flow Connector Setup (to establish email routing co-existence)

- ✓ Connect to Exchange Online via PowerShell.
- ✓ Create security group with members of hacanet.org populated.
- ✓ Setup hacanet.org as Internal Relay.
- ✓ Setup mail connector to route to leverage security group and smarthost back to Google
- ✓ This design is intended for removing users from security group to eventually provide a transitioning from Google email to Microsoft 365 email in a controlled cutover fashion.

### ▪ Communications Preparation

- ✓ Provide customer administrators with end-user announcement templates so they can customize and prepare to distribute out to end-users.
- ✓ Decide on cutover date with customer and distribute end-user announcements.

02





03

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## Implement

- Ensure Azure AD Connect is syncing properly (if using synced objects)
- Install Exchange Management components
- Pre-stage Email Migrations
  - ✓ Run migration testing on up to two (2) test mailboxes from source to destination and analyze results and readiness.
  - ✓ Run the pre-stage email migration from source to destination tenant for all mailboxes. Up to four (4) pre-stage passes will be performed in order to capture any error corrections or remediation.
- Pre-stage Document Migrations
  - ✓ Run a first-pass migration of files from source to destination OneDrive, Teams & SharePoint sites, followed by up to four (4) additional migration passes as required.
  - ✓ Validate that document destinations are being properly seated.
  - ✓ Provide advisory and configuration assistance as needed for applying destination document permissions.



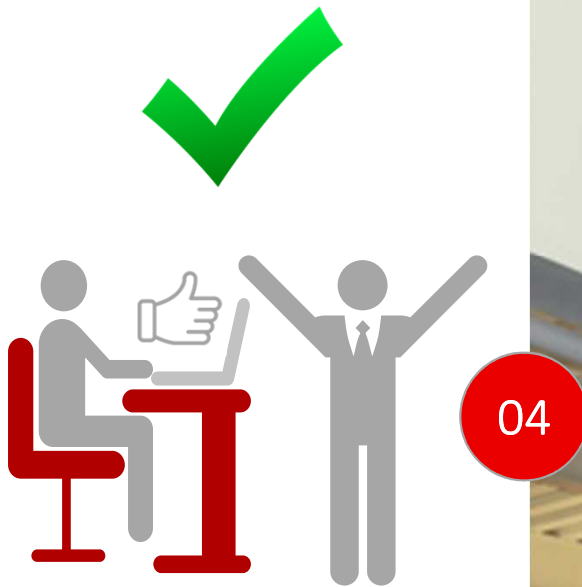


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## Implement

- **Change MX Records**
  - ✓ Set DNS TTL Records value low to allow for quicker propagation.
  - ✓ Establish mail flow to Microsoft 365.
  - ✓ Validate that connector is functioning as expected, providing delivery of email to Google accounts.
- **Testing and Pilot Mail Migrations**
  - ✓ Select up to two (2) email accounts to test for cutover. Perform acceptance and validation testing.
  - ✓ Select up to ten (10) pilot email accounts to test for cutover. Perform end-user acceptance and validation.
- **Cutover Event**
  - ✓ Move remaining users out of connector security group to enable mail flow directly to Microsoft 365 mailbox.
  - ✓ Run full-pass migration - at this time, the full-pass email migration will capture all remaining email, calendars, contacts, tasks and notes as well as any other supported mailbox objects. This full-pass migration will be monitored and will be the final actions in migrations for email.
  - ✓ Run full-pass migrations of any remaining Teams and SharePoint documents.



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## Manage & Optimize

### ▪ Post Migration

- ✓ Provide post-migration admin support for any remediation items or knowledge transfer required.
- ✓ Provide up to six (6) 2-hour post-cutover dial-in support sessions to address any common user remediation.
- ✓ Provide DNS records information for applying to other Microsoft 365 services as required.
- ✓ Set DNS records back to original TTL levels.
- ✓ Add any required forwarders from older source for continued mail flow as needed.
- ✓ Project wrap-up and closeout meeting.

# Timeline & Pricing

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# Project Timeline Estimate

Estimated 8-10 week\* project rollout

Timeline Estimate	W1	W2	W3	W4	W5	W6	W7	W8
Assess								
Prepare								
Deploy								
Manage & Optimize								
*Project Management Layer*								

\*Weeks may vary depending on data migration throughput, logistics and other variables.

# Project Resources

Rackspace Role	Responsibilities	Estimated Hours
Specialty Architect	<ul style="list-style-type: none"> <li>Primary for document migrations, SPO / Teams governance, and Azure SSO Integrations</li> <li>Hold regular status meetings with all party stakeholders.</li> <li>Coordination of Rackspace subject matter expert (SME) activities.</li> <li>Overall quality control of deliverables.</li> <li>Risk, design, exception and issue resolution focal point.</li> <li>Act as liaison between customer and Rackspace for business executions and ensure delivery and value of the engagement.</li> </ul>	60
Senior Specialty Engineer	<ul style="list-style-type: none"> <li>Primary for email migrations, Azure AD Synchronization and identity management</li> <li>Perform customer stakeholder interviews.</li> <li>Perform initial assessment of infrastructure and application estate.</li> <li>Assess the environment and stakeholders for established guidelines.</li> <li>Provide recommendations and critical findings to stakeholders.</li> <li>Create and provide assessment reports to customer stakeholders.</li> <li>Provide guidance and steering for Rackspace technical resources.</li> </ul>	90
Project Manager	<ul style="list-style-type: none"> <li>Develop and manage the project plan/timeline.</li> <li>Ensure due dates and deliverables are met.</li> <li>Manage budget and facilitate billing.</li> <li>Manage open items and issues log.</li> <li>Construct and document high-level plan with Rackspace and Customer.</li> <li>Coordinate with project stakeholders to ensure barriers are removed.</li> <li>Coordination of project meetings and workshops.</li> <li>Will report directly to the Project Sponsor for project management- related duties, including team coordination, assignments, tasks, schedules, and project changes.</li> </ul>	45

## Project Fees Estimate (Fixed Fee)

Milestone	Descriptions	Deliverable	Fees*
MS 1	SOW Signature	SOW Execution and Resource Assignments Completed	USD\$9,628.80
MS 2	Assessment Phase	Assessment Phase Completion	USD\$9,628.80
MS 3	Prepare Phase	Prepare Phase Completion	USD\$9,628.80
MS 4	Implementation Phase	Implementation Phase Completion	USD\$9,628.80
MS 5	Manage & Optimize Phase	Manage & Optimize Phase Completion	USD\$9,628.80
Total Fees			USD\$48,144

\*Fees reflected are Rackspace Technology MSRP rates. Rates will vary depending on Department of Information Resources (DIR) program selection.



\*Does not include Microsoft Licenses.



## Project Estimated Fees per Phase (Time and Materials)\* \*\*

### Assess

Rackspace Resource	Hourly Rate	Hours	Estimated Fees
Specialty Architect	\$255.00	16	\$4,080.00
Senior Specialty Engineer	\$224.40	14	\$3,141.60
Project Manager	\$224.40	15	\$3,366.00
<b>Total Fees</b>		<b>10</b>	<b>\$10,587.60</b>

### Prepare

Rackspace Resource	Hourly Rate	Hours	Estimated Fees
Specialty Architect	\$255.00	15	\$3,825.00
Senior Specialty Engineer	\$224.40	36	\$8,078.40
Project Manager	\$224.40	10	\$2,244.00
<b>Total Fees</b>			<b>\$14,147.40</b>

### Implement

Rackspace Resource	Hourly Rate	Hours	Estimated Fees
Specialty Architect	\$255.00	14	\$3,570.00
Senior Specialty Engineer	\$224.40	22	\$4,936.80
Project Manager	\$224.40	15	\$3,366.00
<b>Total Fees</b>			<b>\$11,872.80</b>

### Manage & Optimize

Rackspace Resource	Hourly Rate	Hours	Estimated Fees
Specialty Architect	\$255.00	15	\$3,825.00
Senior Specialty Engineer	\$224.40	18	\$4,039.20
Project Manager	\$224.40	5	\$1,122.00
<b>Total Fees</b>			<b>\$8,986.20</b>

Total Professional Services Fees = \$45,594.00  
 Migration Tool Fees (300 licenses @\$8.50) = \$2,550.00

**Total Professional Services Fees = \$48,144.00 T&M**

\*Fees reflected are Rackspace Technology MSRP rates. Rates will vary depending on Department of Information Resources (DIR) program selection.

\*\*Does not include Microsoft Licenses.



## Project Estimated Fees Per Build Piece Breakdown\*\*

### O365 Licenses Through TX-DIR DCS Program

\$38 x 277 = \$10,526 Monthly  
Will happen between weeks 5-8

### MSFT Migration from Google

Will take 8-10 weeks once terms are agreed upon.  
\$48,144

### Azure Hosting and support One year

Azure Hosting and Support \$5300 Monthly x12  
months=\$63,600  
Will be implemented between weeks 6-8

\*Fees reflected are Rackspace Technology MSRP rates. Rates will vary depending on Department of Information Resources (DIR) program selection.

\*\*Does not include Microsoft Licenses.



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Data Analytics	Enterprise Resource Planning
Enterprise Mobility Management	

## Gartner<sup>®</sup> Leader

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“The unique aspect of our relationship is expanding all things we’re doing here at Microsoft, it’s all about coming together to deliver the best managed services for the customer globally. We’ve really come together with Rackspace Technology to team up where it counts. **We trust Rackspace Technology** and deeply value the partnership here at Microsoft.

Judson Althoff  
Executive VP, WW Commercial Business

# Project Timeline Estimate

Estimated 8-10 week\* project rollout

Timeline Estimate	W1	W2	W3	W4	W5	W6	W7	W8
Assess								
Prepare								
Deploy								
Manage & Optimize								
*Project Management Layer*								

Approximately Week 6/7/8:

Implementation of Azure Hosting & Support, 1 year: Azure ASR \$4374 Monthly or Azure Full Migration \$5300 Monthly  
Activation of O365 Licenses –  $\$38 \times 277 = \$10,526$  Monthly

\*Weeks may vary depending on data migration, logistics, contracts, start date, and other variables.

# RGS Cooperative Contract Vehicles 2023



- **DIR DBITS DIR-CPO-5004**
  - Department of Information Resources (DIR) Deliverables-Based Information Technology Services (DBITS)
  - Category: Application Development, Maintenance, and Support and Technology Upgrade, Migration, and Transformation including Enterprise Resource Planning (ERP)
- **DIR Cloud DIR-CPO-5186**
  - Category: Infrastructure as a Service, Platform as a Service, Miscellaneous as a Service, and Cloud Broker
- **Equalis Group R10-1111C**
  - Category: IaaS and PaaS Cloud Solutions
- **NCPA 01-85**
  - National Cooperative Purchasing Alliance (NCPA) / OMNIA Partners
  - Category: Data Storage, Cloud, Converged and Data Protection
- **TIPS 230302**
  - The Interlocal Purchasing System (TIPS) Data Center Hosting, Sales and Service
- **TIPS 230105**
  - Technology Solutions Products and Services

# Appendix

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# Assumptions

**ASSUMPTIONS.** In addition to the assumptions in the Agreement, the Services, estimated timescales and Fees are based on and subject to the following assumptions (and are subject to change if the assumptions are incorrect):

1. Customer applications have no known issues and shall not require Rackspace engineering when migrating into the new environment etc.
2. Services shall be performed during Business Hours unless separately agreed by the parties in writing.
3. Rackspace Technology engineer(s) assigned to this project will have unfettered elevated domain admin, organizational management and Global Administrator access in order to perform work. Multifactor authentication is expected to be provided with these elevated privileged accounts if possible.
4. Rackspace Technology is a Service Integrator and, therefore, not responsible for the design, performance, release schedule or unanticipated backend issues related to Microsoft 365.
5. Platform-related issues will need to be escalated to Microsoft or Google and will be reliant upon their turnaround times.
6. Customer will procure any necessary 3<sup>rd</sup> party migration tools as required for the project.
7. Remote consulting is expected for this engagement.
8. Data, information, accounts or systems will not to be removed by Rackspace Technology without written consent.
9. Upon migration cutover, customer understands the changes are committed and rollback will not be supported by Rackspace Technology.
10. Upon the completion of this statement of work, Rackspace Technology will apply to be associated with Customer via the Microsoft Claiming Partner of Record (CPOR) process. The CPOR allows a Microsoft partner to be recognized for servicing a customer's Microsoft cloud environment and a specific productivity workload delivered by this statement of work.
11. Migrations involving Google to Microsoft 365 email migrations require email profile adjustments for client machines running Outlook on the desktop, including PCs and Macs, as well as any mobile devices. It will be assumed that customer will play an active role in assisting end-users with these adjustments once they have received administrator instruction from Rackspace Technology engineer.
12. Any application dependencies on Google Workspace must have a plan for removal or be removed by customer prior to tenant migration commitment.



**ASSUMPTIONS.** In addition to the assumptions in the Agreement, the Services, estimated timescales and Fees are based on and subject to the following assumptions (and are subject to change if the assumptions are incorrect):

13. Migration tools may be subject to Microsoft API limitations, therefore migration of certain objects may be unsupported.
14. Destination identities will be created as cloud-only objects. No directory synchronization will be in scope of this project.
15. Formalized as-built documentation will not be generated during this scope of work, however, document artifacts such as spreadsheets, notes, tasks and other documentation during project roll-out will be provided upon request.
16. Customer understands that Rackspace Technology will provide Post Go-Live Support Sessions based on the following assumptions:
  - Rackspace engineer will be allocated 2-hours per day (max) for up to two (2) days during Business Hours following an email domain migration(s) for Post Go-Live Support Session
  - A pre-defined Support Session schedule will be created during the Design/Planning phase of this statement of work (SOW).
  - Each Support Session will take place in a Microsoft Teams video call.
  - Each Support Session will be recorded.
  - Customer end-users are required to have access to Microsoft Teams in order to access a Post Go-Live Support Session.
  - Customer's end-users will be able to access the Microsoft Team Support Session to obtain end-user support during a scheduled session.
  - Contact information for the Microsoft Teams Post Go-Live Support Session(s) will be provided during the Communication preparation phase of this SOW.
  - Participation is required for every Post Go-Live Support Session(s) by at least one Customer Administrator.
  - A service-level agreement (SLA) is not provided with Post Go-Live Support Sessions described in this SOW.

## Assumptions (Continued)





**Out of Scope.** Any change to the scope of the Services is subject to the Change Control Procedure. In particular, the following are outside the scope of the Services:

- (A) Any items not specifically called out in this scope of work are considered out of scope.
- (B) Additional unplanned effort due to dependencies on Customer, such as deliverables or completion or activities, that are not completed within agreed dates/times.
- (C) Additional unplanned effort due to a type of managed access where Customer needs to be present when Rackspace Technology accesses any accounts with elevated privileges it needs to fulfill project work.
- (D) Additional unplanned effort due to pre-project configuration or migration attempts that require remediation or rollback.
- (E) On-Premises Exchange or Active Directory design or configurations.
- (F) Direct end-user support.
- (G) Mobile Device Management (MDM) implementation.
- (H) Unified communications integrations or migrations.
- (I) Direct Outlook or mobile device profile re-adjustment assistance for end-users.
- (J) 3<sup>rd</sup> party application support or migrations.
- (K) Migration of the following Google areas:
  - (i) Google Chat and Chat History
  - (ii) Google Groups for Business
  - (iii) Google Categories
  - (iv) File Links to Google Drive
  - (v) Google Labels
  - (vi) Google Forms
  - (vii) Google Sites
- (L) Migration of calendar colors.
- (M) Migration of unsupported document or file types, as well as corrupt items.
- (N) Migration rollbacks.
- (O) Formalized as-built documentation.
- (P) Migration of any other source or migration to any other destination tenant besides what is defined in this statement of work.
- (Q) Managing and collaboration of other customer projects outside of the project scoped in this document.



## Out of Scope

# Thank you



## Rackspace Technology

One Fanatical Place  
San Antonio, TX 78218

US sales: 1-800-961-2888

US support: 1-800-961-4454

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Americas Kickoff  
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2021

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## STATEMENT OF WORK FOR PROFESSIONAL & CONSULTING SERVICES

**Project title:** Phase 1 – Azure Environment Creation and ASR Migration  
**Prepared for:** Housing Authority of Central Austin

This Statement of Work for Professional and Consulting Services (“**SOW**”) is between Rackspace US, Inc. and the customer signing below (“**Rackspace**” and “**Customer**” respectively). This SOW is subject to and governed by the Master Services Agreement (“**MSA**”) located at <https://www.rackspace.com/information/legal/msa> as of the date of Customer’s acceptance of this SOW, and the Description of Professional & Consulting Services at Schedule 1 is incorporated in this SOW.

The Agreement constitutes the complete and exclusive agreement between the parties regarding the subject matter and supersedes and replaces any prior understanding or communication, written or oral. The individual signing represents to Rackspace that they are authorized to sign on behalf of Customer. Customer accepts the terms of the Agreement, including any document or terms referenced above.

Accepted by Customer (All Fields Required)	Accepted by Rackspace
Signature: _____	Signature: _____
Date: _____	Date: _____
Name: _____	Name: _____
Title: _____	Title: _____
Company: _____	Company: Rackspace US, Inc.

# SCHEDULE 1

## DESCRIPTION OF PROFESSIONAL & CONSULTING SERVICES

### 1. EXECUTIVE SUMMARY.

1.1. The Rackspace Professional Services team shall assist Customer by creating a new Azure Subscription in US South Central, connecting that subscription to HACA Azure AD, Create a VPN connection and then leveraging ASR to migrate instances between the Customer datacenter (VMware) and Microsoft Azure Cloud, within the scope of the Services.

### 2. ADDITIONAL DEFINED TERMS. The following defined terms shall apply in this SOW:

**"Business Hours"** means 8:30 am to 5:30 pm Central Time, where the Services are performed in the United States

**"Change Control Procedure"** means the change control procedure set out in Section 9 of this Schedule.

**"Change Request"** means a written request to amend the terms of the SOW submitted by one party to the other under the Change Control Procedure.

**"Customer Resources"** means Customer key project resources to be appointed by Customer to support delivery of the Services.

**"Rackspace Resource"** means a Rackspace key project resource to be appointed by Rackspace to provide the Services.

**"ASR"** means the Azure Site Recovery Service Software to be implemented both on prem and in the cloud.

**3. SOW TERM.** The Initial Term of this SOW shall commence on the date of execution of this SOW and shall continue until Service completion or earlier termination in accordance with the Agreement.



#### **4. RACKSPACE RESPONSIBILITIES.**

**4.1. Project Phases.** Rackspace shall provide the Services as set out in this SOW under a project having the following phases:

**(A) Phase: Create Azure Tenancy, Azure AD assignment and VPN Connectivity**

**(i) Estimated Duration:** 3 Business Days

**(ii) Pre-requisites**

- (a)** Rights to managed Azure AD assignment
- (b)** Onsite side VPN connection available to Azure Site to Site VPN
- (c)** Adequate network access and pipe between HACA Datacenter and Azure

**(iii) Activities**

- (a)** Create new Azure Subscription in US South Central
- (b)** Attach Azure AD to new subscription.
- (c)** Establish Site to Site VPN from HACA data center to new Azure Subscription
- (d)** Provide Administrative IAM roles to groups/users identified by HACA administration.

**(B) Phase: Replication and Failover Test**

**(i) Estimated Duration.** 10 Business Days

**(ii) Pre-requisites**

- (a)** Adequate network access and pipe between ASR config server and Azure

**(iii) Activities**

- (a)** Create backup snapshot for instances in scope.
- (b)** Remove in-scope instances from HACA management, when applicable
- (c)** Enable protection for instances in scope.
- (d)** Replicate in-scope instances into Azure.
- (e)** Test failover
- (f)** From Failover create new baseline in Azure
- (g)** Implement ASR for Region A to Region B replication.
- (h)** Test Cloud inter Availability Zone Failover

**(C) Phase: Handoff to Rackspace Managed Services**

**(i) Estimated Duration.** 3 Business Days



**(ii) Activities**

- (a)** Handover session and review
- (b)** Train HACA personnel on use of Rackspace Managed Services and associated portals and processes.

**4.2. Deliverables.** Rackspace shall provide the following Deliverables:

- (i)** Newly Created Azure Commercial Account in South Central
- (ii)** Site to Site VPN Configuration
- (iii)** Active Directory integration with new Azure environment
- (iv)** ASR Configuration Details for 12 servers defined.
- (v)**

**4.3. Project Duration.** The total estimated duration is one (1) week, based on requirements and assumptions set out in this SOW.

**4.4. In Scope.** The following systems, technologies and/or activities are within the scope of the Services:

**(A)** 12 Windows instances in HACA datacenter environment

- HACA-DATA (file store)
- LFWF (App Server)
- NewCalypso (App Server)
- PDS (App Server)
- STARSPROD (App Server - Linux)
- Elite (App Server)
- HDSNextGen (App Server)
- SQL (SQL Server)
- HACA-HQ-EMS (VPN)
- HDS (App server)
- LFSQL (SQL Server)
- LFAPPS (App Server and Datastore)

**4.5. Out of Scope.** Any systems, technologies and/or activities outside of the scope of Services in Section 4.4 are not included in the Services. Any change to the scope of the Services is subject to the Change Control Procedure. In particular, the following are outside the scope of the Services:

- (A) Backup and migration of data outside of source snapshot and instance migration
- (B) Configuring and troubleshooting connectivity between the source data center to Azure network
- (C) Workload source code analysis
- (D) Active Directory domain, object migration and/or AD integration
- (E) Exchange Server and SharePoint migration
- (F) Database level replication from DB servers
- (G) Data Integrity tests
- (H) Application source code analysis
- (I) End user communication or training outside of ASR handoff
- (J) Any work or charges not explicitly identified within this document and not agreed upon during the planning phase.

**4.6. Rackspace Resources.** Rackspace shall use reasonable efforts to allocate the following Rackspace Resources to meet the requirements of this SOW:

**(A) Project Manager**

- (i) Develop high-level plan or timeline with the parties
- (ii) Hold regular status meetings with all party stakeholders
- (iii) Co-ordination of party subject matter expert (SME) activities

**(B) Engineer**

- (i) Migration configuration and initiation
- (ii) Testing and validation

**5. ASSUMPTIONS.** The Services, estimated timescales and Fees are based on and subject to the following assumptions (and are subject to change if the assumptions are incorrect):

- 5.1. Customer is responsible for ASR licenses.
- 5.2. Customer will provide necessary access to VMware environment and physical servers (if any) at the source environment
- 5.3. Customer will establish Azure Express Route between the source datacenter and Azure prior to the engagement via MPLS VPN or Site-to-Site VPN (if necessary)
- 5.4. ASR configuration cannot begin until the Customer environment is fully established with connectivity validated.
- 5.5. Total VM's In-Scope: 2, Total Physical In-Scope: 0, Total Apps In-Scope: 0



**5.6.** For ASR Replication, Customer will provide on-prem ASR Process/Config server(s) for each Azure Subscription in scope according to the recommended Microsoft specifications. Additional ASR Process servers may be required, depending on the size of the source instances and source instance churn.

**5.7.** The on-prem ASR Process/Config server will have internet access according to Microsoft specifications. The minimum internet bandwidth required by the ASR process/config server is 50Mb/s, but ideally should be 250Mb/s.

**5.8.** All instances in scope are supported by ASR according to the Microsoft Support Matrix.

**5.9.** All instances in scope need to be replicated to a supported Azure region as noted in the Microsoft Support Matrix. Best practice recommends that the selected Azure region be geographically diverse from the source data centers.

**5.10.** ASR will require administrator credentials for each source instance.

**5.11.** The ASR Process/Config server will require network access to each source instance.

**5.12.** ASR Test Migration: Migration subnet should not be routable to on-prem source subnets or able to communicate with source domain controller.

**5.13.** ASR Migration: Source instances should be shut down before migrating ASR instances (in order to avoid any AD collisions)

**5.14.** Any issues with connectivity or limited bandwidth on Customer's side will impact project timelines and associated deliverables. Any resulting delays to the timelines determined in the project planning phase will be addressed through a Change Request Process.

**5.15.** User acceptance testing should be conducted within the agreed upon time frame identified during the project planning phase. Any deviation in the agreed timelines will be addressed through a Change Request.

**5.16.** Rackspace is not required to perform any business application development in connection with their Services.

**5.17.** Services will be performed during normal business hours: 8:30 a.m. to 5:30 p.m. (Central Time), Monday through Friday, unless separately agreed in writing.

**5.18.** Customer applications have no known issues and will not require Rackspace engineering when migrating into the new environment.

**5.19.** Overall estimate, duration and scope is based on the available inventory dump and Rackspace understanding of overall scope and is subject to change based on the discovery and customer confirmation of the scope.

**5.20.** This SOW is for professional and consulting services only. It does not include maintenance and technical support services.

**5.21.** Unless expressly stated to the contrary in this SOW, attendance at Customer premises is not required and Services shall be delivered by Rackspace remotely.

## **6. CUSTOMER RESPONSIBILITIES.** Customer shall:

**6.1.** Assign a Customer primary contact with authority to act for Customer (including resolving any conflicting Customer requirements). The primary contact shall coordinate the Customer Resources (including participation of Customer Resources in any required interviews and review meetings), and shall ensure routine communication is directed to the Rackspace Project Manager.





**6.2.** Appoint a named Customer technical contact (having familiarity with Customer's information technology systems, and sufficient skill and knowledge in the technical aspects of the Services), and Customer project manager, to work with Rackspace for the duration of the Services.

**6.3.** Ensure that there are no ongoing projects within Customer's organisation which may delay or otherwise impact Service delivery.

**6.4.** Work in good faith to support Service delivery including: providing timely and appropriate access to Customer resources (including the Customer Configuration, accurate and complete information requested by Rackspace, technical assistance, personnel, materials, facilities, workspace, systems, technology and internet) as necessary; managing the Customer's own change control systems; and liaising with any end-user stakeholders and third parties (including incumbent providers) as may be reasonably requested.

**6.5.** Enable any required downtime for Service delivery (including liaising with end-user stakeholders and third parties to arrange maintenance windows, as may be necessary).

**6.6.** Remain responsible for the content and security of Customer Data, and selection and implementation of controls on Customer's access and use of Customer Data.

**6.7.** Ensure that it has appropriate backup, security and virus-checking procedures in place for any information technology systems provided by Customer or which may be affected by the Services to ensure that any Customer Data remains secure and is speedily and economically retrievable, and shall ensure that Customer Data is backed up prior to commencement of the Services.

**6.8.** Perform user acceptance testing, migration execution steps, and remediation or changes required to applications (including due to hard coded IP addresses/names).

**6.9.** Not unreasonably withhold, delay or condition any agreement, approval, consent or similar action required for provision of the Services.

**6.10.** Ensure source and target environments are compatible with automated migration tools, and if necessary timely upgrade source environment to remedy any software and/or hardware compatibility discrepancies. Migration may not begin until the Customer Configuration is fully established with connectivity validated.

## **7. FEES & EXPENSES.**

**7.1. Fees.** The Services shall be delivered on a time and expenses ("T&E") basis. The Fees set out below are estimates based on the information available to Rackspace at the time of preparing the SOW, and do not reflect any binding obligation for Rackspace to complete the Services within the estimated cost.

<b>Rackspace Resource</b>	<b>Hourly Rate</b>	<b>Hours</b>	<b>Estimated Fees</b>
Project Manager	\$200	32	\$6,400
ProServ Migration Engineer	\$225	48	\$10,800
ProServ Migration Engineer – After Hours	\$450	32	\$14,400
RAS Migration Engineer	\$225	6	\$1,350
<b>Total:</b>			<b>\$32,950</b>

**7.2. After Hours Services.** Services performed outside of Business Hours are subject to a minimum of four hours, Fees calculated pro rata to the hourly rate in Section 7.1. Services performed between 5:30pm and 8:30am incur a 50% uplift in Fees (calculated as the rate of the applicable Rackspace Resource x 1.5). Services performed between 5:30pm on a Friday and 8:30am on a Monday incur a 100% uplift in Fees (calculated as



the rate for the applicable Rackspace Resource x 2). Services performed on a public holiday in the place of performance of the Services shall incur a 100% uplift in Fees (calculated as the rate for the applicable Rackspace Resource x 2). Hours in this Section 7 refer to Central Time where the services are performed in the United States; and otherwise the applicable in time in the place of performance of the Services.

**7.3.** Customer agrees to reimburse Rackspace for the actual substantiated out-of-pocket expenses of its Representatives, pre-agreed by Customer.

**8. ACCEPTANCE.** Deliverables shall be considered accepted by Customer unless Customer provides Rackspace with a Rejection Notice within ten Business Days of Customer's receipt of the Deliverables. If Customer provides a Rejection Notice, the parties shall meet within 15 Business Days of the date of the Rejection Notice and shall use reasonable efforts to reach agreement on a resolution of the material non-conformance specified in the Rejection Notice. If Customer fails to attend the meeting within 15 Business Days of the date of the Rejection Notice then the Deliverables shall be considered accepted. Following the meeting of the parties, Rackspace shall address any issues of material non-conformance specified in the Rejection Notice by providing revised versions of the materially non-conforming Deliverables. Following delivery of the revised Deliverables, Customer shall then have an additional ten Business Days to review and confirm that the revised Deliverables materially conform to the specifications set forth in the Service Order. If Customer does not provide Rackspace with a subsequent Rejection Notice within the ten Business Day period, the Deliverables shall be deemed accepted by Customer.

**9. CHANGE CONTROL PROCEDURE.** The parties shall use reasonable endeavors to ensure any changes to the Services are resolved where possible without the need for use of the Change Control Procedure in this Section 9. Either party may issue a Change Request which shall incorporate at a minimum the following information: a detailed description of the change and the rationale behind the change, any anticipated impact on the provision of the Services, any amendment required to the Agreement to implement the change, a timeline for implementation of the change, details of any increase or decrease in Fees as a result of the change, and the date of expiry of validity of the Change Request. The party receiving the Change Request shall respond to the Change Request as soon as reasonably practicable after receipt, and in any event within five Business Days, to either reject the Change Request or approve the Change Request for further evaluation.

If the Change Request is approved for further evaluation by the party receiving the Change Request, the parties shall evaluate the Change Request to determine the effect that the implementation of the Change Request shall have on the Fees and delivery of the Services, and any risk associated with either making or not making the change. Evaluation discussions of the parties may result in no further action being taken; a recommendation to accept the Change Request; or a recommendation to reject the Change Request. Any discussions which may take place between Rackspace and Customer in connection with a Change Request before the agreement of a resultant change shall be without prejudice to the rights of either party.

If both parties subsequently agree to approve the implementation of the Change Request, then both parties shall execute any documentation reasonably required to effect the Change Request to authorize the implementation of the change. Until such time as a change is made in accordance with the Change Control Procedure, Rackspace and Customer shall, unless otherwise agreed in writing, continue to perform the Agreement in compliance with its terms prior to such change. Approved Change Requests properly executed by Rackspace and Customer shall formally amend the Agreement.

## **10. DELAY.**

**10.1.** Rackspace may agree to delay performance of the Services upon Customer Change Request, subject to the Change Control Procedure.

**10.2.** To the extent that Customer's failure to perform its obligations under the Agreement in a timely manner results in a failure or delay in Rackspace's performance of its obligations under the Agreement:



**(A)** Rackspace shall not be liable for such failure or delay, and Rackspace's time for performance of the Services shall automatically be extended by the number of days that Rackspace is unable to begin or complete the Services as a result of Customer's delay; and

**(B)** Unless otherwise agreed by Rackspace in writing, if Rackspace is prevented from performing the Services for more than 90 calendar days then this SOW shall be deemed terminated by Customer for convenience (and there shall be no refund of pre-paid Fees).

**10.3.** Customer agrees to promptly mitigate and resolve the reasons for Customer delay. Rackspace does not guarantee identical Rackspace Resources, timeframes or milestones for completion of the Services upon resumption after Customer delay. Customer is responsible for any costs incurred by Rackspace as a result of Customer delay (including cancellation or rearrangement fees associated with confirmed travel arrangements and subcontractor fees incurred by Rackspace).



## Sales Proposal

Delivering modern IT as a service across applications, data, security and infrastructure.

**Prepared for:**

Jorge Vazquez

Housing Authority, City of Austin (HACA)  
1124 S. IH 35  
Austin Texas 78704 United States  
jorgev@hacanet.org  
5124774488

**Prepared on:**

03 August 2023

(Proposal valid until 31 August 2023)

**Prepared by:**

Michael Doll  
Inside Sales Representative - US  
michael.doll@rackspace.com  
210-796-3078

NOTICE OF CONFIDENTIALITY: The contents of this Proposal are confidential and proprietary information of Rackspace. Your acceptance of this Proposal and review of its contents constitutes your acknowledgment that the contents are Rackspace confidential and proprietary information and your agreement not to disclose the same to any person other than persons in your organization who have a need to know in order to evaluate a possible business relationship with Rackspace for managed hosting services.



## Company Overview

Rackspace is the partner of choice in a world of ever-changing IT. Rackspace delivers certified expertise and integrated managed services across public and private clouds, managed hosting and enterprise applications. Because Rackspace partners with the leading technology providers, including Alibaba®, AWS, Google™, Microsoft®, OpenStack®, Oracle® SAP®, VMware® and Pivotal®, it is uniquely positioned to provide unbiased advice on the technologies that will best serve each customer's specific needs.

## Experts Dedicated to Your Success

Rackspace has the expertise to support your workloads at scale across all the leading public and private clouds, whether they're powered by AWS, Microsoft, OpenStack, VMware, Google or Alibaba.

- A leader in managed hosting on dedicated servers, driving rapid innovation in the area of containers and API-accessible, instantly deployable bare-metal servers
- Hosting more of the world's top 1,000 ecommerce sites than any other cloud provider
- Employing teams of experts who specialize in managing cloud infrastructure, security, web and commerce platforms, databases, containers, email and collaboration apps, disaster recovery and IT transformation
- Adhering to a broad range of information and security certifications and standards, including ISO 27001; ISO 27002; PCI DSS; SSAE 16 SOC 1, SOC 2 and SOC 3; FedRAMP; FISMA; NIST 800-171 and DFARS
- Rackspace co-founded OpenStack and is the leading operator of OpenStack public and private clouds, surpassing an unprecedented milestone of one billion managed server hours
- Serving high-profile public sector customers, including government customers.

## Services Delivered Your Way

From cloud design and code development to launch assistance and ongoing security, Rackspace helps you get the most from your technology investments.

- **Industry-leading SLAs:** Rest easy with a 100% Network Uptime Guarantee and additional 100% Production Platform Uptime Guarantee (when you purchase Rackspace Application Services: Application Operations)
- **Architecture advisors:** Rackspace helps plan, design and architect your cloud for your workload
- **Launch assistance:** Rackspace gets your environment up and running smoothly and quickly
- **Security guidance:** Rackspace experts help identify vulnerabilities and enable more-secure deployments
- **Code development assist:** Rackspace helps ensure your code is leveraging our interfaces to the fullest

## About Rackspace

Rackspace is your trusted partner across applications, data, security and infrastructure

- A leader in the 2018 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries
- Data centers on five continents
- #1 hosting provider for the Internet Retailer Top 1,000 Ecommerce Websites
- #1 in hosted Microsoft SharePoint® deployments
- #1 in hosting OpenStack® private clouds, with 350+ deployments in production and over 1 billion managed server hours
- The leader in hybrid cloud solutions, creating best-fit, specialized solutions
- Founder, alongside NASA, of OpenStack and operator of the largest OpenStack public cloud

## Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.



technology.

# Choice Among the World's Leading Technologies

Rackspace offers a choice across the world's leading technologies and cloud platforms.

- **Private Cloud:** VMware, Microsoft, OpenStack
- **Public Cloud:** AWS, Microsoft Azure, Google Cloud Platform, Alibaba Cloud, OpenStack
- **Dedicated Hosting:** Rapid Deployment Servers, Customizable Servers, API-accessible OnMetal Servers
- **Ecommerce and Web Content Management:** Oracle Commerce, SAP Hybris, Sitecore Experience Platform & Sitecore Experience Commerce, Adobe Experience Manager, Magento, WordPress and Drupal
- **Enterprise Resource Planning:** SAP, Oracle, PeopleSoft™, Oracle E-Business Suite, Oracle Fusion Middleware™
- **Business Intelligence:** Oracle, SAP, Microsoft, Tableau®, Informatica®
- **Email Hosting:** Office 365, Google Apps for Work, Microsoft Exchange, Rackspace Email
- **Collaboration and Productivity:** Office 365, Google Apps for Work, Microsoft SharePoint, Skype for Business
- **Web and Mobile Apps:** SaaS & Mobile App Hosting, Hybrid Cloud, DevOps
- **Database Services**
  - Managed Relational: Microsoft SQL Server, MySQL, Oracle, PostgreSQL
  - Managed NoSQL: MongoDB, Redis, Cassandra
  - Managed Big Data: Hadoop®, Elasticsearch
- **Managed Security & Compliance Assistance:** Incapsula, Sophos, Alert Logic, Imperva, Vormetric, Duo
- **Technology Stacks:** OpenStack, AWS, Microsoft, VMware, Red Hat®
- **Platforms:** Public Cloud, Private Cloud, Hybrid Cloud, Dedicated Servers



## Employee Certifications

- 165+ Cisco certifications, including 122 CCNAs and 44 CCNPs
- 2,500+ Microsoft certifications, including MCITPs, MCSAs, MCSEs and MCTSs
- 160+ RedHat certifications, including RHCEs, RHCSAs and RHCAs
- 145+ VMware certifications, including 83+ VCPs, VCAPs and vExperts
- 1,000+ AWS technical certifications, including 70+ Professional Certifications and 15+ AWS Masters
- 2,275+ AWS Accreditations
- 65 AWS Solutions Architect and DevOps Professional Certifications
- 200+ Google Cloud Platform Certifications

## Relationships

- Five-time Microsoft Hosting Partner of the Year
- Premier Tier Partner in the VMware vCloud® Air™ Network
- VMware® Hybrid Cloud Powered
- Red Hat Premier Hosting Partner
- MySQL Certified Hosting Partner
- Microsoft Gold Certified
- Sitecore Global Platinum Technology Partner
- Premier Consulting Partner Status in the AWS Partner Network (APN)
- AWS Audited Managed Service Partner Designation
- AWS DevOps Competency Partner
- AWS Marketing & Commerce Competency Partner
- Authorized AWS Reseller
- AWS Public Sector Partner
- First Premier Managed Services Partner for Google Cloud Platform

# Protect Your Company from Advanced Cyberthreats

## Rackspace Managed Security Services

Our experienced professionals, using industry-leading technology, can help you effectively protect your business from threats, monitor and manage your infrastructure, and meet compliance and IT risk mandates. From fully managed services to Quickstart solutions and tooling, our tailored offerings allow you to find the right solution for your business across public, private and hybrid clouds while complementing your expertise, resources and personnel.

## Managed Security Services

Our managed services take the burden of finding, training and maintaining a fully managed staff and CSOC off of your shoulders. We leverage best practices, decades of security expertise and around-the-clock detection and response to secure your business and help you maintain compliance. Our managed services include:

- **Proactive Detection and Response:** Get 24x7x365 host and network protection backed by a team of security experts who can rapidly detect security events and proactively respond to close them
- **Compliance Assistance:** Layered on top of RMS Proactive Detection and Response, Compliance Assistance helps you address your information security compliance requirements as your unique cloud journey unfolds
- **Privacy and Data Protection:** Limit access to sensitive data in your environment to support your overall security program and meet or eliminate the need for controls from many compliance regimes, including PCI DSS and HIPAA.

## Quickstart Solutions

Our Quickstart solutions are designed to meet specific security needs around applications, networks and compliance. We've eliminated the work of figuring out what technologies are needed and how to deploy them for common security concerns, making it quick and easy for you to start securing your business. Our Quickstart solutions include:

- **Quickstart for Application Security:** Designed to keep your mission-critical web applications and application infrastructure safe from attacks that traditional network-layer appliances can't block or detect
- **Quickstart for Network Protection:** Helps protect your full infrastructure stack (network, app, OS, DB) from malicious intrusion and unauthorized system access
- **Quickstart for Compliance:** Increases visibility and assists you in checking off requirements from different compliance regimes and standards, including PCI DSS, HITRUST and GDPR

## Managed Tools

Our managed tools offerings provide as-needed technology to supplement your existing security posture. We help you accelerate your technology adoption without the burden of procurement, onboarding and ongoing maintenance while meeting your compliance and business directives. Our managed tools include:

- Web Application Firewalls
- Intrusion Detection
- Log Management
- Data Encryption and Key Management
- Multi-Factor Authentication
- Vulnerability Scanning
- DDoS Mitigation

To learn more, speak to your sales proposal representative, or visit <https://www.rackspace.com/managed-security-services>



# SOLUTION OVERVIEW

## Option 1

**Data Center:** Customer Data Center (CDC1)  
**Service Level:** Anywhere Services  
**Term:** 12 months

## Azure

Fanatical Support for Azure - Infrastructure Commitment Enrollment					Customer Data Center (CDC1)		
Quantity	Per Unit Fees				Totals		
	Setup	One Time	Monthly	Discount	Setup	One Time	Monthly
1	\$0.00 USD	\$0.00 USD	\$4,783.00 USD	\$0.00 USD	\$0.00 USD	\$0.00 USD	\$4,783.00 USD
<ul style="list-style-type: none"> <li>Committed Services: Fanatical Support for Azure</li> <li>In addition to any other terms and conditions of Customer's Agreement with Rackspace, this Commitment Enrollment is subject to and governed by the Commitment Discount Terms found at the following URL: <a href="https://www.rackspace.com/information/legal/commitmentdiscount">https://www.rackspace.com/information/legal/commitmentdiscount</a></li> <li><b>Infrastructure Discount:</b> No Discount</li> <li><b>True-Up Interval:</b> Yearly <ul style="list-style-type: none"> <li><b>Commitment Term:</b> 12 Months</li> <li>The Commitment Term reflected in this Commitment Enrollment line-item supersedes any other shorter term reflected in Customer's Service Order with regard to the Committed Services.</li> <li>Notwithstanding anything to the contrary, the Commitment Term for this Commitment will begin on the first day of the first full month following initial notice by Rackspace to Customer of environment handover.</li> </ul> </li> <li><b>Commitment:</b> Fanatical Support for Azure – Infrastructure Minimum Commitment (Yearly - 12 Month) <ul style="list-style-type: none"> <li><b>Infrastructure Minimum:</b> \$4,783.00 USD</li> <li><b>Infrastructure Minimum - months 1-12:</b> 12</li> <li><b>Payment Option:</b> Monthly</li> <li>Customer may have multiple yearly Services Minimums, or Infrastructure Minimums, or both over the Commitment Term, all of which, in the aggregate, comprise Customer's Commitment</li> <li>Where Azure Services are resold by Rackspace, Rackspace will charge Customer the current Azure retail rates for its actual use of the Azure Services in accordance with the Fanatical Support for Azure Product Terms.</li> </ul> </li> </ul>							



Fanatical Support for Azure – Optimizer+ with Platform Support					Customer Data Center (CDC1)		
Quantity	Per Unit Fees				Totals		
	Setup	One Time	Monthly	Discount	Setup	One Time	Monthly
1	\$0.00 USD	\$0.00 USD	\$500.00 USD	\$0.00 USD	\$0.00 USD	\$0.00 USD	\$500.00 USD

- **Is this Azure opportunity a Resale (CSP) or a No-Resale (EA/PAYG) engagement?:** Resale (CSP)
- **Optimizer+ Support:** Azure – Optimizer+ with Platform Support
  - **Monthly Estimated Infrastructure Spend:** \$4,783.00 USD
  - These Services are additionally subject to the Optimizer+ on Azure Product Terms (presently found at the following URL: <https://www.rackspace.com/information/legal/oplusps-azure>, as may be updated by Rackspace.
  - The “Monthly Estimated Infrastructure Spend” identified in this line item is strictly an estimate of Customer’s anticipated Azure infrastructure utilization, and in no way binds Customer to any specific Azure infrastructure spend commitment.
  - The total monthly fee shown above is your estimated monthly fee for Optimizer + based on your estimated monthly Azure infrastructure spend and is exclusive of spend for the Azure services. The monthly fee for Optimizer + is a percentage of your monthly Azure usage and is subject to change on a monthly basis depending on your actual usage. The full pricing table for Optimizer + is attached to this document.

<b>Service Order Total</b>	
Monthly Recurring <sup>(1)</sup>	\$5,283.00 USD
Monthly Utility Fee <sup>(2)</sup>	\$0.00 USD
<b>Total Monthly Invoice <sup>(3)</sup></b>	<b>\$5,283.00 USD</b>
Setup Fee	\$0.00 USD
One Time Fee	\$0.00 USD
<b>Total One Time/Setup Fee</b>	<b>\$0.00 USD</b>
<b>Please note that the prices above exclude applicable taxes</b>	
1. Your Services Description may comprise several distinct services. Rackspace may raise an invoice for each service separately on the service’s online date. 2. Monthly Utility Fee may change based on usage. 3. The amount due under the Total Monthly Invoice may change if your use of bandwidth-based products and services exceeds the subscribed amount.	

## Thank You

We measure success by your ability to achieve desired outcomes, manage change and innovate with technology. Our goal is to help you solve your toughest IT challenges. This proposal has been tailored to your unique needs.

Thank you for the opportunity to share the meaning of Fanatical Experience and how we can support your journey.

Sincerely,

Michael Doll

Inside Sales Representative - US

## About Rackspace

At Rackspace, we accelerate the value of the cloud during every phase of digital transformation. By managing apps, data, security and multiple clouds, we are the best choice to help customers get to the cloud, innovate with new technologies and maximize their IT investments. As a recognized Gartner Magic Quadrant leader, we are uniquely positioned to close the gap between the complex reality of today and the promise of tomorrow. Passionate about customer success, we provide unbiased expertise, based on proven results, across all the leading technologies. And across every interaction worldwide, we deliver Fanatical Experience™. Rackspace has been honored by Fortune, Forbes, Glassdoor and others as one of the best places to work.

Learn more at [www.rackspace.com](http://www.rackspace.com).

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# HOUSING AUTHORITY OF THE CITY OF AUSTIN

## BOARD ACTION REQUEST

### RESOLUTION NO. 02813

#### AUSTIN AFFORDABLE HOUSING CORPORATION

#### ITEM NO. 5.

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**MEETING DATE:** August 17, 2023

**STAFF CONTACT:** Suzanne Schwertner, Director of Development

**ITEM TITLE:** Presentation, Discussion, and Possible Action on Resolution No. 02813 by the Board of Commissioners of the Housing Authority of the City of Austin (the “Authority”) to take the following actions with regard to the Cady Lofts (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution

**BUDGETED ITEM:** N/A

**TOTAL COST:** N/A

### ACTION

The Board is being asked to approve Resolution No. 02813 by the Board of Commissioners of the Housing Authority of the City of Austin (the “Authority”) to take the following actions with regard to the Cady Lofts (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution.

### SUMMARY

#### ***Background:***

Austin Affordable Housing Corporation is being presented with an opportunity to partner with SGI Ventures, LLC (Sally Gaskin) as developer/partner and Saigebrook Development, LLC (Lisa Stephens) and O-SDA (Megan Lasch) as developer consultants on a certain +/- .74 acre tract of land located within the Austin city limits at 1004-1008 East 39<sup>th</sup> Street, Austin, Texas 78751. Joy Horak-Brown with New Hope Housing, Inc. will be a supportive housing consultant and brings extensive experience in the development area of supportive housing. We will enter into a supportive services agreement with Endeavors (Annie Erickson) based in San Antonio, with an office located in Austin. The project (Cady Lofts) will consist of 100 permanent supportive housing units. The nearest property in AAHC’s current portfolio is The Henderson at Reinli (under construction) to the Northeast.

#### ***Process:***

The development was awarded a competitive 9% tax credit allocation in July of 2022. The project is located in a high opportunity area and will be near a high concentration of jobs and services at the University of Texas at

Austin and St. David's Medical Center and will have walkable access to high frequency transit with close proximity to Mueller retail. This property will benefit both HACA and the city of Austin by delivering 100 units to reduce the number of people experiencing homelessness along with supportive services. HACA is providing 75 project-based vouchers and the City of Austin is providing 25 project-based vouchers.

The development will use multiple sources of funding to achieve construction. Hunt Capital Partners will provide the equity, purchasing the tax credits for \$.84 with a total estimated value of \$13,800,000. Cadence Bank will provide a \$9,500,000 construction loan with \$2,000,000 in permanent debt. Texas Department of Housing and Community Affairs will provide a HOME ARP loan in the amount of \$1,082,400. Austin Housing Finance Corporation awarded the development \$7,000,000 in RHDA funds. Austin Community Foundation will lend \$2,000,000. Texas State Affordable Housing Corporation will provide \$300,000 under their Affordable Housing Partnership program. AAHC will make a commitment to lend \$850,000 into the project. This commitment will be funded once the Federal Home Loan Bank approves their \$850,000 Affordable Housing Program loan. The FHLB loan proceeds will be sent to AAHC and then AAHC will then lend the total amount to the property.

Unit Breakdown:

30% AMI – 20 Efficiency Units

50% AMI – 60 Efficiency Units

60% AMI – 20 Efficiency Units

***Staff Recommendation:***

Staff recommends approval of Resolution No. 02813.

### **RESOLUTION NO. 02813**

**Resolution authorizing the Housing Authority of the City of Austin (the “Authority”) to take the following actions with regard to the Cady Lofts (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution**

**WHEREAS**, Austin Affordable Housing Corporation (“**AAHC**”) has agreed to participate in the acquisition and construction of the Development;

**WHEREAS**, AAHC is the sole member of AAHC Cady Lofts MM, LLC, a Texas limited liability company, which in turn is the managing member of Cady Lofts, LLC, a Texas limited liability company (the “**Owner**”);

**WHEREAS**, in connection with the Owner’s development of the Development, the Authority has agreed to acquire certain real property in Austin, Texas (the “**Land**”), which constitutes the site for the Development, and to simultaneously lease the Land to the Owner under a long-term ground lease (the “**Ground Lease**”);

**WHEREAS**, in connection with the Owner’s financing of the Development, the City of Austin will require the Authority and the Owner to enter into an Amended and Restated Affordability Unlocked Land Use and Restrictions Agreement (the “**AU Agreement**”);

**NOW, THEREFORE**, the Board of Commissioners of the Authority hereby approves and adopts the following resolutions, and hereby authorizes its Chief Executive Officer (or the Chief Executive Officer’s designee) to do the following:

1. Acquire the Land and enter into the Ground Lease with the Owner.
2. Review, execute and approve the Ground Lease, the AU Agreement, and all such other documents necessary to effectuate the acquisition of the Land, execution of the Ground Lease and the Owner’s acquisition of the Development, including but not limited to such deeds of trust, security instruments, estoppel certificates, and other documentation or agreements as any lender providing acquisition and/or construction financing the Owner may require, all on such terms and containing such provisions as the Chief Executive Officer (or his designee) shall deem appropriate, and the approval of the terms of each such instrument shall be conclusively evidenced by his execution and delivery thereof.

This resolution shall be in full force and effect from and upon its adoption.

*[End of Resolution]*

PASSED, APPROVED AND ADOPTED this 17<sup>th</sup> day of August, 2023.

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CHAIRMAN

ATTEST:

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SECRETARY

# HOUSING AUTHORITY OF THE CITY OF AUSTIN

## BOARD ACTION REQUEST

### RESOLUTION NO. 02814

#### AUSTIN AFFORDABLE HOUSING CORPORATION

#### ITEM NO. 6.

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**MEETING DATE:** August 17, 2023

**STAFF CONTACT:** Ron Kowal, Vice President of Housing Development/Asset Mgmt

**ITEM TITLE:** Presentation, Discussion, and Possible Action on Resolution No. 02814 by the Board of Commissioners of the Housing Authority of the City of Austin (the “Authority”) to take the following actions with regard to the Bridge at Waters Park Apartments (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution

**BUDGETED ITEM:** N/A

**TOTAL COST:** N/A

### ACTION

The Board is being asked to approve Resolution No. 02814 to take the following actions with regard to the Bridge at Waters Park Apartments (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution.

### SUMMARY

#### ***Background:***

Austin Affordable Housing Corporation (AAHC) has been presented an opportunity to partner with Belveron Partners to purchase a 442 unit multi-family rental property called Waters Park Apartments. The development is located at 3401 West Parmer Lane, Austin, Texas 78727. This would be the eighteenth (18<sup>th</sup>) asset AAHC and Belveron Corporation have purchased together. This asset is located in the popular Domain corridor at the corner of Parmer Lane and Mopac in Austin. If approved this would be AAHC’s first asset connected to the Domain area.

AAHC’s proposed partner, Belveron Corporation, prides itself on long term preservation of workforce housing. Located out of San Francisco, Belveron is a privately held investment firm with a current portfolio of more than 30,000 units across the United States. Founded in 2006, Belveron has invested in more than 220 properties in 32 states. AAHC works with the Managing Partner, Paul Odland, and Senior Portfolio Manager, Josh Plattner.

The Waters Park Apartments were built in 1996 and sits on 52 acres. Some of the property amenities include a



resort-style swimming pool with lounge seating and cabanas, elegant clubhouse with gathering spaces and full conference room, full kitchen, a billiards lounge and coffee bar, and business center. Residents also enjoy the expansive fitness center, a large pet park with washing station, walking trails, a 9 hole disc golf course and additional covered parking. The property feeds into the Austin Independent School District and Summit Elementary School, Murchison Middle School and Anderson High School.

This is an important transaction to HACA and AAHC as we have seen this part of Austin continue to displace the affordable community. This partnership will preserve this asset and add deeper affordability for our current voucher holders and the residents that reside in this area. With Waters Park's close proximity to many major employers in and around the Domain, AAHC and Belveron can provide some stable and affordable housing to those stakeholders that are threatened with rising rent costs. This property is home to many individuals and families who work in and around the area with no current affordability in place. It also feeds into one of the strongest schools in Austin.

Below is a breakdown of the many variations of unit sizes. The property is currently 96% occupied and rents currently range from \$1,243 for a one bedroom to \$1,756 for a three bedroom.

<b>262 1 -bedroom/1-bath</b>	<b>650 square feet to 890 square feet</b>
<b>144 2-bedroom/2-bath</b>	<b>912 square feet to 1,234 square feet</b>
<b>36 3-bedroom/2-bath</b>	<b>1,328 square feet</b>

***Process:***

The purchase price for the Waters Park Apartments is \$94,000,000. Belveron will be investing approximately \$20,000,000 as a down payment. In addition, \$3,000,000.00 for future capital needs will also be set aside. Bellwether will be providing a Freddie Mac permanent loan with a not to exceed loan amount of \$75,200,000 at a rate of approximately 5.50% with a 35-year amortization. A current lease audit is underway to determine the initial number of units already qualified under 80% AMI. The property is currently 96% occupied. AAHC and Belveron are committed to providing 10% of the affordable units at 60% AMI and marketing units to HCV voucher holders. The property will be managed by Apartment Management Professionals. The new name for the property will be Bridge at Waters Park Apartments.

***Staff Recommendation:***

Staff recommends approval of Resolution No. 02814.

**RESOLUTION NO. 02814**

**Resolution authorizing the Housing Authority of the City of Austin to take the following actions with regard to the Bridge at Waters Park Apartments (the “Development”) in Austin, Texas: (i) acquire the site of the Development; (ii) lease the Development site to the owner of the Development; and (iii) such other actions necessary or convenient to carry out this Resolution**

**WHEREAS**, Austin Affordable Housing Corporation (“**AAHC**”) has agreed to participate in the acquisition and rehabilitation of the Development;

**WHEREAS**, in connection therewith, the Housing Authority of the City of Austin (“**HACA**”) has agreed to acquire certain real property in Austin, Texas (the “**Land**”), which constitutes the site for the Development, and to simultaneously lease the Land to Waters Park Borrower, LP, a Delaware limited partnership whose general partner is controlled by an affiliate of AAHC (the “**Owner**”), under a long-term ground lease (the “**Ground Lease**”);

**NOW, THEREFORE**, the Board of Commissioners of HACA hereby approves and adopts the following resolutions, and hereby authorizes its Chief Executive Officer (or the Chief Executive Officer’s designee) to do the following:

1. Acquire the Land and enter into the Ground Lease with the Owner.
2. Review, execute and approve the Ground Lease and all such other documents necessary to effectuate the acquisition of the Land, execution of the Ground Lease and Owner’s acquisition of the Development, including but not limited to such security instruments and estoppel certificates as any lender involved with the Development may require, all on such terms and containing such provisions as the Chief Executive Officer (or his designee) shall deem appropriate, and the approval of the terms of each such instrument shall be conclusively evidenced by his execution and delivery thereof.

This resolution shall be in full force and effect from and upon its adoption.

*[End of Resolution]*

PASSED, APPROVED AND ADOPTED this 17th day of August, 2023.

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CHAIRMAN

ATTEST:

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SECRETARY