

Notice of Intended Decision to Enter Into a Single Source Contract

AGENCY: Florida Housing Finance Corporation

TITLE: Affordable Housing Locator Services

CONTACT: Contract Administrator
227 N. Bronough Street, Suite 5000
Tallahassee, FL 32301
(850) 488-4197
Contract.Admin@floridahousing.org

Date Posted: March 20, 2026

Time Posted: 12:00 p.m.

Commodity or Service Required: Affordable Housing Locator Services

Requestor: Bill Aldinger, Managing Director of Policy and Special Programs

Performance and/or Design Requirements: The Locator's web-based online rental search engine and landlord registry page must be available on-line 24/7. It must have the capacity to effectively and efficiently handle at least 1,500,000 visits per year and its database must retain at least 350,000 up-to-date rental unit listings. The vendor must have a system and processes capable of monitoring and enforcing the requirement that participating landlords regularly update the availability of their registered units and must proactively conduct outreach to private landlords who are not registered with the system to increase the Locator's footprint, not only in Florida, but in surrounding states. The website and search engine must have an online chat function; meet ADA accessibility standards; and include search criteria related to unit availability, location, rent, rental assistance subsidies, accessibility, and proximity to public transportation and other community amenities. The call center must provide a toll-free telephone number and be open to the public and landlords at least Monday through Friday, from 9 a.m. to 8 p.m., Eastern Time. It must be staffed sufficiently to manage at least 50,000 calls per year, including a sufficient number of multilingual staff to appropriately serve callers that are primarily Spanish-speaking, but also those who speak Haitian, Creole, and Portuguese. The call center staff must assist the public in searching for available, registered rental units, as well as help landlords register and update their listings as needed. The services must connect interested users to other housing and community resources and must provide helpful tools such as an affordability calculator, rental checklist, and renter rights and responsibilities information. Upon request from Florida Housing staff, the call center must have the capacity to provide a significant level of assistance helping households in crisis to search for housing and community resources. The vendor shall have the capacity and experience to assist the State and its citizens to recruit landlords, as well as in locating temporary and permanent housing for displaced households within 1 week or less after disasters.

Intended Source: Emphasys Computer Solutions, Inc.

Estimated Price: \$300,000

Justification for Single Source Acquisition: Emphasys Computer Solutions, Inc. (formerly known as Non-Profit Industries, Inc. d/b/a SocialServe.com) has provided housing locator services for Florida Housing, on a daily basis, since 2006. Since 2009, Florida Housing has required developers to register and regularly update their Florida Housing funded rental units through the Locator.

Emphasys is the only known vendor who can provide the design requirements noted above and providing a demonstrated diverse community experience in both the single and multifamily markets, and across a sufficiently large geographic coverage area.

Emphasys Computer Solutions, Inc.'s prior performance under contract with Florida Housing, coupled with the experience of other housing finance agencies, demonstrates that it is the sole vendor capable of providing the level of housing locator and call center services Florida Housing and the state of Florida have come to expect and rely upon.

Approved By: Florida Housing Finance Corporation's Chief Financial Officer, Angeliki G. Sellers

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to file a bond or other security within the time allowed for filing a bond, shall constitute a waiver of proceedings under Ch. 120, F.S.