

REQUEST FOR PROPOSALS FOR A LEAD AGENCY TO ADMINISTER THE GREATER KANSAS CITY CONTINUUM OF CARE HOMELESS MANAGEMENT INFORMATION SYSTEM (“HMIS”)

HMIS is essential to coordinate services, evaluate performance, ensure accountability in the use of public funds, and inform public policy. The HMIS serves as the foundation for all planning to prevent, reduce, and eliminate homelessness. The Greater Kansas City Coalition to End Homelessness (Continuum of Care MO 604) is seeking a Lead Agency to administer the local HMIS and ensure that it meets the needs of local agencies of COC MO 604 and the community at-large.

RESPONSE DEADLINE:

Five (5) hard copies and one (1) electronic copy
no later than 5:00 PM. on Monday, Sept 02, 2019

SUBMIT RESPONSES TO:

Heather Hoffman, Executive Director
3200 Wayne Avenue, Suite 202
Kansas City, MO 64109

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SECTION I. INTRODUCTION

The purpose of this Request for Proposals (“RFP”) is to obtain proposals from qualified

individuals/entities (“Respondent(s)”) to provide the Continuum of Care (“CoC”) with a lead agency for the Homeless Management Information System (“HMIS”). GKCCEH will engage the services of the Respondent(s) that it determines is/are the best qualified based upon the Evaluation Criteria set forth herein.

SECTION II. TERMS AND CONDITIONS GOVERNING THIS RFP

A. DEFINITIONS

1. Annual Homeless Assessment Report

A report to the United State Congress on homelessness in America.

2. Best Value Contracting

The award of a contract to one or more qualified Respondents that is based not solely on the lowest price, but rather on an analysis of multiple factors including but not limited to price, quality of work, capacity, and experience.

3. Final Contract

The contract ultimately negotiated and entered into by and between MDHC and the successful Respondent pursuant to an award under this RFP.

4. Homeless Management Information System

The community-wide database congressionally mandated for all programs funded through the Department of Housing and Urban Development homeless assistance grants.

5. HUD

The United States Department of Housing and Urban Development.

6. GKCCEH

Greater Kansas City Coalition to End Homelessness

7. Point-in-Time Count

A one-day count of all homeless people in a defined area.

8. Proposal

Proposal refers to the complete response, including any exhibits or attachments, submitted by a Respondent as a result of this RFP.

9. Respondent

Respondent refers to any individual or entity submitting a response to this RFP.

10. RFP

This Request for Proposals.

11. Scope of Work

Scope of Work refers to the instructions and requirements stated in this RFP or portions thereof and any additional, supplementary instructions that are developed, incorporated, or promulgated subsequent to the distribution of this RFP.

12. System Administrator

System Administrator provides HMIS Leads, and Continuum of Care (CoC) data leadership with an assessment framework to ensure that HMIS Leads and other relevant HMIS stakeholders are fulfilling the roles and responsibilities that may be required by the CoC to ensure the operation of an effective HMIS implementation.

13. Will, Must and Shall:

The use of the terms “must”, “will”, and “shall” indicate mandatory items and instructions with which Respondents are required to comply.

A. PUBLIC RECORDS DISCLAIMER

GKCCEH is subject to Missouri Sunshine Law (RSMo Chapter 610) and is required to disclose public records. Upon conclusion of the RFP process and selection of one or more Respondent(s) in connection with this RFP, all Proposals shall become public record and may be published or otherwise distributed to any individual or entity. No Proposals or associated documentation will be returned.

B. ADVERTISING AND PUBLICITY

Respondents may not issue any news release or otherwise seek publicity regarding this RFP. No Respondent shall use the name or logo of GKCCEH or any adaptation, extension, or abbreviation of such name for advertising, trade display, or other commercial purposes except as specifically approved by GKCCEH in writing.

C. COSTS AND LIABILITY

This RFP does not commit or obligate GKCCEH to enter into any contractual agreement with any Respondent. Each Respondent will be responsible for any costs incurred in preparation of its Proposal. GKCCEH reserves the right to accept or reject any or all Proposals or offers made in response to this RFP.

GKCCEH reserves and may exercise one or more of the following rights and options regarding this RFP:

1. Reject any and all Proposals;
2. Seek additional Proposals;
3. Select one or more Respondents based on Best Value Contracting;
4. Enter into negotiations and subsequently enter into a contract with the successful Respondent, or enter into multiple contracts with multiple Respondents;
5. Choose not to award any contract under this RFP;
6. Add to, delete, modify or enlarge this RFP including any specifications and/or the Statement of Work, or terms or conditions;
7. Modify the terms and conditions of any proposed or executed contract awarded pursuant to this RFP;
8. Cancel or withdraw this RFP without the substitution of another RFP, or alter the terms and conditions of this RFP;
9. Conduct credit checks and investigations as to the qualifications of each Respondent at any time prior to the award of a contract; and/or,
10. Extend deadlines or otherwise modify the required schedule at its sole discretion.

G. OTHER LEGAL CONDITIONS

1. Contractual Arrangement

By virtue of its signed Proposal to this RFP, the Respondent agrees that, in the event it is selected to act as the HMIS lead agency for the CoC, GKCCEH, it will enter into good faith negotiations in pursuit of an acceptable Final Contract. GKCCEH, at its sole discretion, may incorporate any and all terms and conditions included in this RFP, the Proposal, and any additional provisions required by GKCCEH into the Final Contract. Any Respondent selected to proceed toward a contract with GKCCEH will be required to include in the Final Contract, contractual provisions that address issues of liability, indemnification, insurance, payment terms, and such other terms and conditions as are customary for agreements that address the subject matter of this RFP.

Each Respondent must conspicuously state in its Proposal its inability or unwillingness to accept any of the provisions, terms or conditions in this RFP, including any provisions set forth in exhibits, and must include in its Proposal the reason(s) for any such exceptions. The Final Contract shall become effective on the date it is fully executed by GKCCEH and the successful Respondent. The Final Contract shall remain in full force and effect until completion of the Scope of Work and approval of the same by GKCCEH. GKCCEH and Respondent may, at any time after a selection is made under this RFP and before the Scope of Work is completed, agree to extend or expand the requirements to include additional services or duties, and/or to provide additional time to complete the Scope of Services, provided that all such amendments to the final contract must be agreed to in writing by both GKCCEH and Respondent.

2. Notice Regarding Distribution of Questions and Answers

For the purpose of transparency and in an effort to prevent any real or perceived unfair advantage, all questions or requests for additional information submitted to GKCCEH regarding this RFP and the corresponding answers will be published on GKCCEH's website or otherwise made available to all Respondents.

3. Interviews, Discussions and Negotiations with Construction Inspectors

A Proposal, including any proposed personnel and any required proposal documents may be subject to negotiation by GKCCEH at any time. GKCCEH may interview none, one, some, or all of the Respondents who submit proposals. RFP responses may be evaluated and the award of a Final Contract may be granted with or without discussions and/or negotiations with Respondents.

GKCCEH reserves the right to request additional information from any or all Respondents. Negotiations by GKCCEH will not be deemed a counteroffer or a rejection of any Proposal.

4. Waivers

GKCCEH may waive any requirements imposed in this RFP when failure to grant the waiver will result in an increased cost to GKCCEH, or when it is in the best interest of GKCCEH to grant the waiver. Any such waiver will be granted to any and all Respondents which are awarded a Final Contract.

SECTION III. INSTRUCTIONS TO RESPONDENT

A. PROPOSAL SUBMISSIONS

1. Number of Copies and Media

Each Respondent must submit five (5) executed hard copies of its Proposal and one (1) electronic copy to Heather Hoffman at hhoffman@gkcceh.org

2. Delivery Instructions/GKCCEH Point of Contact

All questions and requests for additional information must be submitted in writing via email and should include a subject line of "HMIS RFP Inquiry" for Heather Hoffman. Questions regarding this RFP should be directed to GKCCEH in writing by mail or electronic mail to: Heather Hoffman at hhoffman@gkcceh.org.

3. Deadline for Submission of Proposals

Proposals are due and must be received by GKCCEH at its offices

Proposals received after 5:00 PM (Central) on Monday, September 02 , 2019 will not be accepted. Proposals should be directed to the attention of Heather Hoffman, Executive Director, GKCCEH

No Respondent may modify or correct its Proposal at any time after the Proposal Due Date, except in direct response to a request from GKCCEH for Clarification.

4. Anticipated Timetable

RFP Release Date: **June 18, 2019**

Final date for submission of requests for additional information:

Proposal Due Date: **September 02, 2019 at 5:00 PM (Central)**

Publication of GKCCEH selections: **TBD**

SECTION IV. PROPOSAL PREPARATION

A. SCOPE OF SERVICES

Insure all necessary tools, data and access are available to any System Administrator, chosen by GKCCEH, so that may execute their duties as defined in the HMIS System Administrator Checklist. <https://files.hudexchange.info/resources/documents/HMIS-System-Administrator-Checklist.pdf>

Respondents shall include an overview of the ability to perform the following items (addressed separately):

HMIS Lead Agency:

- Provide necessary staffing and expertise to act as the lead agency for HMIS
- Review, interpret, and ensure compliance with HUD's technical and data standards <https://www.hudexchange.info/programs/hmis/hmis-data-and-technical-standards/> Including all Privacy and Security Standards, Governance, Data Elements and Data Quality.
- Provide consistent training and technical assistance for user agencies to ensure complete and accurate data
- Coordinate with the Point-in-Time Count to include but not limited to, data collection, analysis, and reporting to various entities
- Participate in trainings for agencies to ensure understanding of data collection and reporting
- Participate in relevant HMIS Committees as determined by GKCCEH

- Accountability for informing HMIS users and funders of HMIS activities of changes to HUD's HMIS data standards and expectations and guidance for reports
- Frequent monitoring of CoC performance with data entry, data analysis, and data quality
- Work with System Administrator to ensure Domestic Violence victim services and other non-participating entities are able to establish comparable databases
- Effective customer service provided to agencies and funders, including a designated contact that is easily accessible and responds within 24 hours
- Coordinated Assessment technical assistance

B. PROPOSAL DETAILS Respondents, in responding to this RFP, must provide clear and complete responses to each of the following questions and information requests. Brevity and clarity of responses will be appreciated.

1. Location and Personnel. Provide the name, address, telephone number, and email address of the Respondent. Identify a primary contact person regarding the response. Provide resumes for each individual so identified and/or a brief summary of each individual's qualifications to perform the work in question.
2. Organizational Overview and Documentation. Provide an overview of the Respondent's business entity, including legal structure, full legal name, and state of organization. Provide documentation on Respondent's business entity including organizational documents, federal employer identification number and evidence of Respondent's good standing with the state.
3. Affiliations and Subcontractors. Respondent must identify and fully explain all third-party agreements, joint venture arrangements, and/or relationships that will result in the provision of any services in whole or in part by outside parties, third-party contractors, affiliates, or subcontractors.
4. Scope of Services. Respondent must describe how it will fulfill all requirements and expectations set forth in the Scope of Services, including the processes and procedures it will use to accomplish all tasks required under this RFP. The responses should be as

detailed as possible in addressing how all services to be provided.

5. Institutional Resources. Identify all resources being made available to GKCCEH by Respondent for the purposes of completing the Scope of Work.
6. Related Experience. Describe the Respondent's experience in working with other state or federal governmental entities in carrying out studies similar in nature to HMIS.
7. References. Respondent must provide GKCCEH with a minimum of three (3) references from entities for which Respondent has performed services of a similar scope as those contemplated under this RFP within the past two (2) years.
8. Other Information. Detail and discuss any other information not specifically covered or requested by this RFP which Respondent believes is pertinent to GKCCEH consideration in selecting a Respondent to carry out the Scope of Work.

C. GENERAL ACKNOWLEDGMENTS

1. Ownership.

For purposes of clarity, Respondent acknowledges that all data, records and reports (collectively, "Records"), shall be treated by Respondent and its subcontractors as the exclusive property of GKCCEH and the furnishing of such Records, or access to such items by Respondent or its subcontractors shall not grant any express or implied interest in or license to Respondent or its subcontractors relating to such Records other than as is necessary to perform the Services to the GKCCEH. Upon request by GKCCEH, at any time and from time to time, Respondent or its subcontractors shall promptly deliver to GKCCEH the Records in electronic format and in such hard copy as exists on the date of the request by GKCCEH.

2. Subcontractors

Subcontractors will abide by all of the restrictions set on the Respondent herein including compliance with HUD's technical and data standards

<https://www.hudexchange.info/programs/hmis/hmis-data-and-technical-standards/>

Including, but not limited to all Privacy and Security Standards, Governance, Data

Elements and Data Quality.

3. HMIS Software Provider

As one of the primary roles of the of the HMIS lead agency is to oversee the contract with the HMIS Software provider (currently Caseworthy), Respondent acknowledges the desired qualities of this Software as a Service “SaaS” product as outlined in Section G. below. Respondent also attests to their ability to evaluate and oversee all of the identified qualities and the administration of their operation.

4. System Administrator

The Respondent acknowledges the support for the role of the System Administrator. Examples of the types of critical work created through the administration of the HMIS and in coordination with the System Administrator are as follows:

- Production of an unduplicated count of persons experiencing homelessness for each CoC
- Description of the extent and nature of homelessness locally, regionally, and nationally
- Identification of patterns of service use
- Measurement of program effectiveness

D. STRUCTURE OF PROPOSAL

Each Respondent is required to submit a complete Proposal and attest to the accuracy and completeness of its Proposal. In all respects, the Respondent must comply with the instructions, formats and stipulations of this RFP including proper submission, proper format, meeting deadlines, inclusion and presentation of pricing information, and the terms and conditions of the proposed Final Contract.

GKCCEH desires to consider Proposals in a consistent and easily comparable format as established in this RFP. Proposals not organized as set forth in this RFP may, at the reviewing team’s discretion, be considered unresponsive. Do not refer to other parts of your Proposal in lieu of answering a specific question. Do not provide references to filings or forms publicly available in lieu of providing specific information in the Proposal.

Each Proposal must include a letter (“Certification Letter”) signed by an authorized representative of the Respondent certifying that:

1. The person executing the letter is authorized to execute the Proposal and the Final Contract, on

- behalf of the Respondent; and
2. The Proposal is a firm offer which will remain valid for a minimum period of ninety (90) days; and
 3. All information in the Proposal is true and correct to the best of his or her knowledge; and
 4. No owner, principal or employee of the Respondent gave or will give anything of monetary value including a promise of future employment to an GKCCEH employee or Commissioner, or a relative of an GKCCEH employee or Commissioner, in an attempt to influence any decision to award a Final Contract or to influence the decision to modify or negotiate any term contained in any such Final Contract; and
 5. No elected or appointed official or employee of GKCCEH is financially interested, directly or indirectly, in the performance of the Scope of Work; and
- Exhibits containing additional information may be attached to provide a more detailed response to a question.

E. EVALUATION CRITERIA

Each Proposal will be evaluated on a variety of factors, including, but not limited to, the following (in no particular order):

1. Capacity to act as the HMIS lead agency (20 points).
2. Experience in performing as a HMIS lead agency for a CoC (5 points).
3. Local Staff (5 points).
4. Experience in working with domestic violence victim service providers (10 points).
5. Experience in analyzing and reporting homeless data (10 points).
6. Ability to perform compliance and technical assistance (17 points).
7. Experience in performing compliance and technical assistance (8 points).
8. Ability to provide in- person and on-line statewide training (12 points).
9. Experience with HUD data standards (8 points).
10. Experience with federal grants (5 points).

F. PRICE PROPOSAL

Provide a price proposal that delineates the total fees Respondent intends to charge for acting as the HMIS lead agency for GKCCEH on an annual basis.

G. HMIS SaaS PROVIDER QUALITIES

1. System Features

1. Client intake and update functionality.
 - i. Centralized module independent of program enrollments that records historical changes made to each field and indicates last time intake was updated.
 - ii. Ability to track benefit eligibility and participation. (Desired)
2. Ability to record and track referral data (type, status, follow up).
3. Mobile response experience that can leverage device features including geolocation, camera's (secure document uploads) and touchscreen (e-signature). (Highly Desired)
4. ID cards and/or biometric scanning technology based intake.
5. Document and file uploading capability.
6. Ability to create and modify client assessment forms with weighted scoring.
7. Ability to match homeless clients and appropriate housing and service resources based upon assessment responses and housing eligibility requirements.
8. Ability to identify eligibility at the client and project level. (Highly Desired)
9. Ability to track real time reservations, occupancy and availability of beds and units. (Highly Desired)
10. Prioritization of clients on Master List/By-Name List, waiting lists, etc.
11. Safeguards to prevent the creation of duplicate records and built-in duplicate management / merge tool.
12. Auto exit and default end date functionality.
13. System alert for annual assessment updates and ROI expiration.
14. Automatic update of eligibility which are attached to age, veteran status and other elements that change over time.
15. Batch data functionality. (Highly Desired)
16. Ability to create anonymous client records for the integration of domestic violence and/or TAY programs into the Coordinated Entry System. (Highly Desired)
17. Ability to confirm user actions through pop-up messages (e.g., Are you sure you would like to delete this record?).
18. Ability to communicate via notifications, alerts, messages, and reminders at the system, organization, program, client, and user-level.
19. Streamlined printing of individual client records. (Highly Desired)
20. Ability to add multiple program entry/exit history. (Highly Desired)
21. Assessments/history of services provided. (Highly Desired)

2. Reporting

1. Ability to separate reporting by contract for multi-funded projects.
2. Ad hoc reporting functionality that allows users to generate near real-time reports at client, program, agency, and system levels.
3. Ad hoc reporting functionality that allows users to generate near real-time reports about CES intake data, housing navigation assignment, housing match and housing placement.
4. Ability to export to standard applications (Excel, Word, PDF, etc.).
5. Ability to create custom scripts and ability to execute the query in real time.

6. Ability to schedule and automate report generation.
7. Ability to drill down to individual client level record from aggregate reports. (Highly Desired)
8. Protocols for handling report requests that are too burdensome to generate through the user interface (e.g., reports for very high-volume programs, CoC System Performance Measures Report, Program level Performance Measure Reports).
9. Data visualization tools and/or simple integration with third party data visualization systems to maximize the visibility of key performance indicators. (Highly Desired)
10. Thorough and continually updated report documentation (including data models, data dictionaries) for standard reports that shows data sources from the database and describes purpose and uses of the report. (Highly Desired)

3. Customer Service

3.1 Installation and Customization

1. Ability to migrate data across systems on demand without limits on frequency and volume and in HUD standard CSV and XML format.
2. Coordinate activities related to the implementation and installation of the HMIS.
3. Process for receiving customer product enhancement requests to drive future software development.
4. Protocol for receiving, reviewing, and responding to both automated and requested software fixes based on agreed upon service level agreements.

3.2 Training and Support

1. Train-the-trainer service to GKCCEH staff as part of the installation process.
2. Provide on-going technical support for the duration of the contract.
3. Provide after-hours emergency support. (Desired)
4. Provide training and support materials for user navigation.
5. User Acceptance Test (UAT) procedures and test environment for every upgrade, patch, enhancement, and other system changes.
6. Designated training environment.
7. Integrated ticketing system for users and system administrators.
8. Well-coordinated patch release timing, content, communication, and testing.
9. Ability to receive feedback via user forums. (Desired)

4. System Administration

4.1 Data Hosting, Disaster Recovery, Security, Technical Support and Maintenance

1. Provide web-based data hosting, security, data backup procedures and off-site storage, recovery/restorative procedures, major outage procedures and 24 X 7 emergency technical support for the duration of the contract.
2. SOAP/XML DataStream procedures exist to create a near real-time link between the live Database and other applications.
3. API capability. (Highly Desired)

4. Provide technical safeguards to ensure highest level of client confidentiality, data encryption and authentication, role-based security, audit trail, event monitoring, restrict user level access when appropriate, flexible data sharing while ensuring client data privacy and confidentiality. (Compliance with HIPPA, 42 CFR, client consent, ROI, etc.)

4.2 Local Administrator Functions

1. Ability to map multiple funder contracts to programs and to track performance outcomes separately.
2. Program, performance target, and contract configuration capability.
3. Data merge/de-duplication capability.
4. Allow for flexible multi-funding project and service customization.
5. Open/close functionality for client and program records.
6. User management for accounts(s) access and password – self-service.
7. Ability to partition the view/access of data by user, program, and organization.
8. Ability to create and manage rules for data elements collected, including the ability to hide or mask individual project-specific client data elements.
9. Ability to create and manage custom forms, workflows and assessments including conditional and/or jump logic and re-order data fields and pages.
10. Ability to access a live data warehouse that includes all tables and views that can be queried on demand. (Desired)
11. Ability to communicate via notifications, alerts, messages, and reminders at the system, organization, program, client, and user-level.
12. Ability to configure user page and data field views. (Desired)