NEW MEXICO CONTINUA OF CARE- REQUEST FOR PROPOSALS (RFP)

July 2021

Homelessness Management Information System (HMIS)

New Mexico Coalition to End Homelessness (NMCEH)-

the lead agency managing the HMIS in New Mexico.

New Mexico Coalition to End Homelessness

New Mexico Continua of Care-Request for Proposals (RFP)

HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS)

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GENERAL INFORMATION

Background of NMCEH

The New Mexico Coalition to End Homelessness (NMCEH) was founded in 2000 to lead a comprehensive, coordinated and strategic response to homelessness. Today the Coalition has some 70-member organizations that provide housing and services to individuals and families experiencing homelessness. The Coalition has made significant strides towards its vision of ending homelessness. We have helped develop over 1000 permanent supportive housing beds for people with disabilities who are experiencing homelessness, and as a result have seen a measurable decrease in homelessness among people with disabilities.

The New Mexico (NM) Homeless Management Information System (HMIS) is a federally-mandated system operated by NMCEH in cooperation with the New Mexico Mortgage Finance Authority (MFA) and the City of Albuquerque (CABQ). The NM HMIS provides statewide coverage, specifically encompassing New Mexico's two U.S. Dept. of Housing and Urban Development (HUD)-defined Continuums of Care regions (CoCs): metro Albuquerque (NM-500) and the Balance of State (NM-501). NMCEH, a non-profit agency with offices in Santa Fe, Albuquerque, and Las Cruces, is the administrative agency that manages all aspects of the NM HMIS project. The NM HMIS project has a Governance Committee, that includes representatives from both CoCs, MFA, CABQ, and participating agencies and consumers, which provides independent guidance and feedback to NMCEH on the development of the project. In the context of this RFP, a funder refers to those entities that have an interest in federal requirements and reporting of HMIS data, and by dint of that interest, financially support the HMIS system.

Purpose of the RFP

The objective of this request for proposals (RFP) is to secure a web-based Software as a Service (SaaS) system for our Homelessness Management Information System (HMIS). The implementation is state-wide and will support two Continuums of Care (Albuquerque and Balance of the State (BOS)).

The right software will support New Mexico's HMIS-affiliated homeless providers' efforts to attain housing stability and self-sufficiency for homeless and/or at-risk clientele. The goal of the HMIS is to aid in efficient housing and service provisions, data mining and reporting that supports the community's efforts to ending homelessness. The goal of this RFP is to acquire a SaaS that allows us to meet standards set forth by HUD and to offer high quality, user-friendly data collection software that expedites client intake and supports the analysis of quality information used for program improvements, service provision planning and reporting.

Current System Coverage Scope

Continuums of Care	2
Current Software provider for State	WellSky
FTE HMIS System Admins User Accounts	5
Active User Count (at present)	260
Active Agency Count (at present)	42
Active Program Count (at present)	190
Active Client Count (at present)	19,000 persons, 15,000 households
Service Transactions Count in 2020	41,202
Clients Entered in 2020	19,176 (9,649 unduplicated)
Clients Exited in 2020	17,960 (9,493 unduplicated)
Clients Added to HMIS in FFY 2020	5,604

GENERAL PROPOSAL REQUIREMENTS

Eligible Respondents

1. At least five years of experience implementing SaaS solutions;
2. At least five years of experience translating federal, state and local standards/grant guidance and program regulations into software requirements and implementing software solutions that meet federal, state and local reporting requirements;
3. At least five years of experience working with private, nonprofit and public entities providing services to persons experiencing homelessness;
4. At least five years of experience with enterprise cloud computing, data storage/redundancy, industry standard data security, with the ability to meet service level agreements for a large jurisdiction with multiple users in multiple agencies;

5. Demonstrated success in server management, legacy data migration and ongoing data integration across multiple software solutions using industry standard Application Programming Interfaces (APIs) and service-oriented architecture;
6. Demonstrated ability to collect and generate all HUD-required Universal and Program Specific Data Elements and Reports and maintain compliance with HUD data standard changes (XML and CSV schema mandated by HUD);
7. Meet compliance and time requirements of all current HUD data standards and regulations, including privacy and confidentiality;
8. Ability to protect data to the federal and local (New Mexico) privacy laws as needed (i.e. HIPAA, 42 CFR Part 2);
9. Fully vetted HUD CSV export;
10. Policy and procedures promote all required U.S. Equal Employment Opportunity Commission (EEOC) provisions in hiring practices;
11. Documented staff salary ranges commensurate with tech industry standards;
12. 508 Compliance on ALL aspects of the product;
13. Ability to archive client level data after 7 years of no activity.

SUBMISSION INSTRUCTIONS

Submission Deadline: Wednesday August 4, 2021

Formatting Instructions

1) Proposals should be printed on standard 8½ x 11in double-sided paper. Respondents must send one (1) original proposal in a self-contained binder, and three (3) additional copies fastened using paper or binder clips. Mark the original "Original" on the upper right side of the proposals cover. The cover letter of the original **must** bear the real signatures (use color ink) of the person(s) authorized to sign the proposal. Number each copy on the upper-right-hand-side of the cover (e.g. Copy No. 1, etc.). The proposals must contain tabs marking each required section or attachment and must contain sequentially numbered pages.
2) Respondents must also send one complete copy in electronic format on a memory stick or external hard drive. The electronic and hard copies shall be identical to the original document.
3) Proposals must be mailed to NMCEH at the address below by Aug 4. Any proposal which is not postmarked by Wed. Aug 4th, and not received in-hand at our offices by Mon. August 9th, will not be considered.

Mail to: NMCEH
c/o HMIS RFP Team
440 Cerrillos Road, Suite 4
Santa Fe, NM 87501

4) Email your organization's name and a **tracking number** for your submission to our HMIS Special Projects Manager, Jen Boylan (jen-b@nmceh.org). Please use "HMIS RFP Submission" in the email subject line.

TIMELINE

2021 HMIS RFP Projected Timelines	
Release of RFP	**Mon. July 5**
Question Submission Deadline	**Mon. July 19**
Responses Posted	**Mon. July 26**
Proposal Submission Deadline	**Wed. Aug 4**
RFP First Stage (Threshold) Review	**Mon. Aug 9 – Fri. Aug 13**
Report Out to Respondents	**Mon. Aug 16**
RFP Second Stage (Comprehensive) Review	**Mon. Aug 16 – Tues. Sept 7**
Report Out to Respondents	**Wed. Sept 8**
RFP Third Stage (Live Demonstration) Review	**Wed. Sept 8 – Wed. Sept 22**
Announcement of Apparent Successful Vendor & Unsuccessful Respondent Notification	**Wed. Sept 29**
Protest Period	**Wed. Sept 29 – Tues. Oct 5**
Contract Negotiation with Apparent Successful Vendor	**Begins Wed. Sept 29**
HMIS Migration	**TBD**

QUESTION & ANSWER PERIOD

After the RFP is released, vendors may submit questions for NMCEH staff review. The deadline for submitting questions is July 19 and an email, with a subject line "HMIS RFP Question," should be sent to HMIS Special Projects Manager Jen Boylan (jen-b@nmceh.org), cc'ing Associate Director Mark Oldknow (mark-o@nmceh.org).

NMCEH staff will collect, review and answer the questions. We will post Questions and Responses to the NMCEH HMIS RFP website on July 26. In the case that any respondent's question is missing from our posted list, please email Associate Director Mark Oldknow (mark-o@nmceh.org) and we will reissue the Questions and Responses list promptly.

EVALUATION CRITERIA & STEPS

The evaluation of HMIS RFP Proposals will occur in three stages. In the **first stage** review, NMCEH staff will conduct a threshold review internally to ensure that only complete & on-time proposals, which have been received from eligible respondents, are forwarded on to the full NM HMIS Evaluation & Selection Committee for Stage Two review. All respondents will be notified of the outcome of this review.

In the **second stage** review, the NM HMIS Evaluation & Selection Committee will conduct a comprehensive review of the remaining HMIS RFP Proposals. The HMIS RFP Proposals receiving the top 3 scores will move on to Stage Three. All remaining respondents will be notified of the outcome of this review via an email sent to the identified contact.

In the **third stage** review, the remaining HMIS vendors will provide a live demonstration of the software. In addition, each vendor will provide a sandbox (a non-live limited access implementation of the software program) of their software which an HMIS User Review Group will review for two weeks. The scores of the second stage review, the live demonstration, and the sandbox review will all contribute to the overall scoring and final selection of an HMIS vendor. The final decision will be based on the satisfaction and opinion of the NM HMIS Evaluation & Selection Committee, which will include users and administrators. All remaining respondents will be notified of the final decision via an email sent to the identified contact.

Protests

Any respondent who is aggrieved in connection with this RFP, or the notification of preliminary selection to this RFP, may protest to NMCEH. A protest must be based on an allegation of a failure to adhere to the evaluation process as designated in the RFP, including NMCEH's evaluation of proposals. The protest must be written and addressed to:

NMCEH
c/o HMIS RFP Team
440 Cerrillos Road, Suite 4
Santa Fe, NM 87501

The protest must be mailed to NMCEH within five calendar days after the preliminary notice of award (please email your organization's name and a tracking number to jen-b@nmceh.org. Use "HMIS RFP Protest" in the email subject line). The protest process shall consist of review of all documentation and any testimony provided in support of the protest by the NM HMIS Evaluation & Selection Committee, which shall thereafter make a recommendation to the full Board of Directors regarding the disposition of the protest.

SUBMISSION ITEMS

Overview of Submission Items

Proposal responses must comply with the requirements detailed in this document. Proposals that are incomplete, have inadequate number of copies, lack required attachments, or have other content errors or deficiencies, including incomplete cost information, will be rejected. Contextual changes and/or additions to the proposal after the deadline will not be accepted. However, if minor technical deficiencies (including a missed required component, but not including corrections of previously submitted materials) are identified, NMCEH will contact the respondent to offer a 3-day remedy period.

1. Table of Contents (TOC)
2. Eligible Respondent Checklist (Addendum 1)
3. Respondent Information
4. Cover Letter (1-2 pages max)
5. Conflict of Interest Disclosure
6. Confidential Data Response
7. Budget Information
8. System Requirement Responses (Addendum 2)
9. Core Documents
10. Executive Leadership/Senior Management Team Info
11. References
12. Certifications & Assurances / Oath

Respondent Information

Please provide:

1) Respondent Information:
    a. Respondent Name
    b. Executive Director
    c. Executive Director Email
    d. Executive Board Chair
    e. Agency Address
    f. Agency Telephone
2) Legal Authorization Representative & Fiscal Accountability Agent (The person(s) authorized to enter & sign contracts, payment request, check and legal documents):
    a. Authorized Rep./Title
    b. Authorized Rep. Telephone
    c. Authorized Rep. Email
    d. Authorized Fiscal Rep./Title
    e. Authorized Fiscal Rep. Telephone
    f. Authorized Fiscal Rep. Email
3) Contact Person for RFP (if different from Authorized Rep.):
    a. Contact Person/Title
    b. Contact Person Telephone
    c. Contact Person Email

Cover Letter (1-2 pages)

Items to include:

1. Statement of Interest;
2. Customer base in general (number of customers/number of years) and the relative portion of business related to HMIS;
3. Organizational structure and fiscal capacity to meet requirements of the RFP; and
4. Any designation as a small business and/or minority-, veteran-, or women-owned business. Please provide a statement of compliance with EEOC provisions in hiring practices.

Conflict of Interest Disclosure

A Respondent shall not offer or give, either directly or through an intermediary, consideration, in any form, to an officer, employee or agent of NMCEH or the State of New Mexico for securing favorable treatment with respect to the award of the contract. A Respondent shall immediately report any attempt by an officer, employee or agent of NMCEH or the State of New Mexico to solicit such improper consideration. Failure to report such a solicitation may result in the respondent's submission being eliminated from consideration. Among other items, such improper consideration may take the form of cash, discounted services, the provision of travel or entertainment, or tangible gifts.

If Respondent has other relationships or obligations that would represent any actual or perceived conflict of interest with respect to Respondent's objectivity, impartiality, ability, and/or willingness to perform work for either or both CoCs under the Terms and Conditions included in the RFP, disclose them here.

Please also include the provisions of any formal Conflict of Interest policy.

Confidential Data

Please provide a Confidentiality Policy, if applicable. If Respondent staff have any access to client-level data, describe policies and procedures related to confidentiality, including vetting and/or background checks, training, oversight, and responses to and customer notification of breach. Include the user roles/titles of persons granted access and include the text of agreements signed by staff, if any. If this is not applicable, explain why.

Budget Information

The NM HMIS Evaluation & Selection Committee will evaluate the feasibility, cost-effectiveness, reasonableness, and accuracy of each vendor's overall budget. Proposals will be evaluated on their cost relative to current costs and to other proposals.

As such, please provide an estimate of the annual cost to license Software with the vendor's standard HMIS data collection and reporting; also provide individual license costs.

List factors or conditions that may potentially impact the estimated annual cost provided above (e.g., payment schedule, length of initial contract, licensing of additional functionality, purchase of other services) or cause it to fluctuate (e.g., additional users, additional projects, number of client records). Quantify the impact, if possible.

List any requirement from the System Requirements list that is associated with additional cost.

- Do not list any requirement that does not incur additional cost.

- Do not list any cost more than once unless it could be incurred more than once. If a single feature (e.g., an add-on module) will satisfy multiple requirements, include a general description and reference the requirement numbers. For example: System Administration, requirements 5-8.
- If the listed cost is an estimate subject to significant change, include a brief note to that effect after the description. Example: "End User Experience, requirement 3. Upload photos to a client record (estimate depends on file size / number of uploads)."

System Requirement Responses

A list of system requirements is provided in Addendum 2. Instructions on how to respond to the system requirements list are also provided. Each system requirement will be worth one point, and will factor into Stage Two Comprehensive scoring.

Core Documents from HMIS Provider

1. Articles of Incorporation
2. Taxpayer ID Number and Certification
3. Audited financial statements, including if required, OMB A-133 Single Audie (last 2 fiscal years or written explanation as to why no audit was conducted)
4. SSL Certification
5. Third Party Agreements (if applicable)
6. Business License(s)
7. Disclose any contract terminations or litigations associated with contract non-compliance
8. Insurance – Evidence of General Liability and Workers Compensation Insurance (Organization-wide and project specific as applicable)
9. List of CoC clients and date original contracts began/date live site was activated

Executive Leadership/Senior Management Team

Please list individual names along with short biographies.

References

List at least three current users of the HMIS module and at least one former user. Please include Organization Name, Name of Reference, Email Address, Phone Number, a description of the scope of services provided, including approximate number of projects and users within the HMIS implementation, and number of years as a customer.

Exception: The CoCs' current vendor is exempt from the requirement to provide a reference from an HMIS implementation and are instead asked to provide references from customers who are not CoC member agencies and who do not operate HMIS-participating projects in New Mexico.

References will be asked to answer a standard set of questions about factors pertinent to Respondent's ability to meet the CoC's HMIS needs, including reliability, user experience, communication, and customer service. Please be aware that the CoC may request additional references if a listed reference is unable or unwilling to answer these questions.

COMPLIANCE WITH FEDERAL REQUIREMENTS

Respondents must comply with all applicable federal, state and local codes, statutes, laws and regulations which include, but are not limited to:

- Standards for Financial and Program Management (2 CFR 200.300-200.309)
- Cost Principles (2 CFR 200 Subpart E)
- Financial Internal Controls (2 CFR 200.303)
- Protected Personally Identifiable Information (2 CFR 200.82)
- Title VI of the Civil Rights Act of 1964, as amended (42 USC 2000d, et seq. and 24 CFR Part 1)
- Fair Housing Act (42 USC 3601 et seq.)
- Equal Opportunity in Housing (Executive Order 11063, as amended by Executive Order 12892 and 24 CFR Part 107)
- Age Discrimination Act of 1975, as amended (42 USC 6101 et. seq.)
- Americans with Disabilities Act (42 USC 12101 et seq.)
- Equal Employment Opportunity, Executive Order 11246, as amended (24 CFR 570.607)
- Fair Labor Standards Act of 1938, as amended (29 USC 201, et seq.)
- Contract Work Hours and Safety Standards Act, as amended (40 USC 3701 et seq.)
- Anti-Kickback Act of 1986 (41 USC 8701-8707)
- Section 3 of the Housing and Urban Development Act of 1968 (12 USC 1701u)
- Minority/Women's Business Enterprises, Executive Orders 11625, 12138 and 12432
- Section 504 of the Rehabilitation Act of 1973 as amended (29 USC 794)
- Lead-Based Paint Poisoning Act (42 USC §4822 and 24 CFR Part 35)
- Environmental Reviews (24 CFR Part 92.352)
- National Environmental Policy Act (NEPA) of 1968 (24 CFR Parts 50 and 58)
- Emergency Shelter Inspections-ESG Minimum Habitability Standards for Emergency Shelters) (24 CFR Part 576.403(b)(c))
- Debarment & Suspension (Executive Order 12549, 51 Fed. Reg. 6370)
- Affirmative Outreach (24 CFR 576.407)
- Participation in HUD programs by Faith-Based Organizations (24 CFR 5.109)

NOTE: Should any applicable federal regulations be changed during and/or after the release of the RFP, NMCEH will promptly inform Respondents of those changes it is aware of and provide a contract amendment.

PROPOSAL CONDITIONS AND RESERVATIONS

1. <u>Indemnity</u>. Service Provider accepts full responsibility and liability for the Scope of Work and for the proper obligation and expenditure of Program Funds under this Agreement and shall defend, hold harmless and indemnify NMCEH, HUD, funders, and their affiliates, representatives, agents, directors, officers, and employees against any and all loss, damages, demands, claims or liabilities, including attorneys' fees and costs of litigation, arising out of Service Provider's performance of or failure to perform the Scope of Work or arising out of any Project developed under the Scope of Work or for which Program Funds have been expended.
2. <u>Subcontracting Prohibited</u>. Other than Third Party Agreements already established and submitted as part of the Respondent's Core Documents, the Service Provider shall not subcontract any portion of the services to be performed under this Agreement without the prior written approval of NMCEH. If

approved by NMCEH, the Service Provider shall be solely responsible for the performance of any subcontractor under such subcontract(s). Use of a subcontractor shall not relieve Service Provider of any obligation under this Agreement for any reason, including but not limited to a subcontractor's bankruptcy, insolvency or other inability to perform the services required under any subcontract.

3. Awards to Other Service Providers. The Service Provider shall not assign or transfer any rights, duties, obligations or interest in or to the proceeds of this Agreement without the prior written approval of NMCEH. If approved, any assignee will be subject to all terms, conditions and provision of this Agreement. No such approval by NMCEH of any assignment shall obligate NMCEH for payment of amounts in excess of the Program Funds. In accordance with **2 CFR 200.213**, Service Provider shall not make any awards or permit any award (subcontract or contract) at any tier to any party which is debarred or suspended or is otherwise excluded from or ineligible to participate in federal assistance programs under Executive Order 12549 and 12689, "Debarment and Suspension."
4. Required Records. The Service Provider will maintain adequate financial accounting, Program and Project records for no less than seven years after the expiration date or termination date of the agreement, whichever is later.
5. Privacy and Confidentiality. Service Provider shall indemnify and hold NMCEH, HUD, and funders, and their affiliates, representatives, agents, directors, officers, and employees harmless from and against any loss, cost, liability, or expense arising out of the violation or alleged violation of any patent, copyright, trade secret or other property right of any third party.
6. Termination at Will. The Agreement may be terminated by NMCEH with the consent of Service Provider or by Service Provider pursuant to the applicable provisions of **2 CFR 200.339**. In the case of such termination, neither party may nullify any obligation already incurred prior to the date of termination.
7. Independent Service Provider. The Service Provider, its agents and employees are independent contractors performing professional services for NMCEH and are not employees of NMCEH. The Service Provider and its agents and employees shall not accrue leave, retirement, insurance, bonding or any other benefits afforded to employees of NMCEH.
8. Amendment. The Agreement shall not be altered, changed or amended except by instrument in writing executed by the parties hereto.
9. Scope of Agreement. The Agreement incorporates all the agreements, covenants and understandings between the parties hereto concerning the subject matter hereof, and all such covenants, agreements and understandings have been merged into this written Agreement. No prior agreement or understandings, verbal, or otherwise of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.
10. Service Provider Shall Not Bind NMCEH. Service Provider shall not purport to bind NMCEH, its officers or employees, to any obligation not expressly authorized herein unless NMCEH has expressly given Service Provider permission to do so in writing.
11. Compliance with Federal and State Laws. The Agreement shall be governed by the laws of the State of New Mexico and by applicable federal law. The Service Provider consents to the jurisdiction of the Courts of the State of New Mexico. If any term or provision of this Agreement shall be found to be illegal or unenforceable then, notwithstanding, this Agreement shall remain in full force and effect and such term or provision shall be deemed to have no effect.
12. All RFP costs borne by Respondents. All costs of proposal preparation shall be borne by the Responding organization. NMCEH will not be liable for any pre-contractual expenses incurred by the Respondent in the preparation and/or submission of the proposal. All costs incurred by Respondents in the preparation, transmittal or presentation of any proposal or material submitted in response to this RFP will be borne solely by the Respondent. The Respondent shall not include any such expenses as part of the total cost in the proposal.
13. Terms and Conditions. Submission of a proposal shall constitute acknowledgement and acceptance of all terms and conditions contained in the RFP.
14. Proposal Accuracy. The proposal must set forth full, accurate and complete information as required by this RFP. No changes or additions are allowed after the proposal deadline.

15. Public Record. Responses to this RFP become the exclusive property of the CoCs. All proposals will be considered public documents, subject to review and inspection by the public at NMCEH's discretion, in accordance with the New Mexico Inspection of Public Records Act (IPRA) and other applicable laws. Exceptions will be those pages in each proposal, which are defined by the Respondent as a business or trade secrets and are marked as "TRADE SECRET" or "CONFIDENTIAL". NMCEH shall not in any way be liable or responsible for the disclosure of any such records, including, but not limited to, those so marked if the disclosure is deemed to be required by law or by court order. Selection or rejection of a proposal does not affect these rights.
16. Additional References. NMCEH reserves the right to communicate in writing with funders or organizations associated with the Respondent to obtain additional clarification of product design, or respondent fiscal and programmatic capacities and to utilize this information in the evaluation process.
17. RFP Submission Deadline. NMCEH reserves the right to extend the RFP submission deadline should such action be in the best interest of NMCEH. Respondents may revise and re-submit their proposal in the event the deadline is extended.
18. Incomplete Proposals. NMCEH reserves the sole right to reject any or all proposals received in response to this RFP if it is deemed inappropriate or incomplete, it fails to comply with any instructions contained in this RFP, or is not in the best interest of NMCEH.
19. Withdraw. NMCEH reserves the right to withdraw this RFP at any time without prior notice. Further, NMCEH makes no representation that any contract will be awarded to any respondent responding to this RFP. NMCEH reserves the right to reject any or all submissions.
20. Service/Cost Negotiation. NMCEH reserves the right to negotiate services and costs with respondents, including revision of program design as necessary to better meet NMCEH's or HUD requirements.
21. Contract Non-compliance. A respondent shall not be recommended for funding, regardless of the merits of the proposal submitted, if it has a history of contract non-compliance with NMCEH or any other funding source, a contract suspension, a termination for cause by NMCEH or any other funding source, or outstanding financial obligations with NMCEH that have not been adequately resolved with NMCEH or any other funding source. If the respondent has any contract(s) with NMCEH suspended or terminated, it shall not be eligible for funding under any RFP released by NMCEH for a period of five (5) years starting from the effective date of suspension or termination.
22. Misinformation. Willful misstatements of information will result in non-recommendation for funding, regardless of the merits of the proposal submitted.
23. Information Verification. NMCEH reserves the right to verify information submitted in the proposal. NMCEH reserves the right to request additional data to verify information submitted within the proposal, at its sole discretion. If the information in the proposal cannot be verified and NMCEH determines the errors are not willful, NMCEH reserves the right to adjust the rating points awarded.
24. Insufficient Proposals. If an insufficient number of qualified proposals are received or if the proposals received are deemed non-responsive or not qualified as determined by NMCEH, NMCEH reserves the right to re-issue an RFP, execute a sole-source contract with a vendor, or otherwise ensure that services are provided by other means in a manner consistent with the program requirements.
25. Civil Rights Laws & Executive Orders. The Respondent must follow applicable civil rights laws and Executive Orders. There must be no outstanding findings of noncompliance with civil rights statutes, Executive Orders, or regulations, unresolved secretarial charge of discrimination issued under the Fair Housing Act, no adjudications of civil rights violations on a civil action or deferral of processing of proposals from the vendor imposed by HUD.
26. Criminal Offenses, Litigation & Other Legal Matters. The Respondent shall be ineligible to receive funding under this RFP if any officer or employee of the Respondent who would be involved in the administration of grant funds has been convicted of a criminal offense related to the administration of funds or any member of its executive management, key staff, or any officers of its Board of Directors is involved in any litigation or other legal matter that compromises the organization's ability to carry out the project as awarded.

27. Waive RFP Deficiencies. NMCEH reserves the right to waive minor technical deficiencies or any informality in a submitted proposal.
28. Proposal Withdraw. Proposals may be withdrawn by written request of the authorized signatory on organization letterhead at any time prior to the NMCEH's final recommendation for funding.
29. Final Decision. Notwithstanding a recommendation of a department, agency, individual, or other, NMCEH retains the right to exercise the final decision concerning the selection of a proposal and the terms of any resulting agreement and to determine which proposal best serves the interests of NMCEH. The HMIS Governance Committee and NM HMIS Evaluation & Selection Committee are the ultimate decision-making bodies and make the final determinations.
30. Conditions & Limitations. A bid/proposal which contains conditions or limitations established by the Respondent, may be deemed irregular (and nonresponsive) and may be rejected by NMCEH, in its sole discretion.

WRAPPING UP

Contract Period/Period of Performance

The initial term for the contract awarded through this RFP is anticipated to be for one year operative (i.e. following selection, migration, & implementation) with the option to renew the contract awarded through this RFP, for up to four (4) additional years, contingent upon satisfactory contractor performance, availability of funds and community need. Contractor performance will be reviewed and evaluated based upon performance against system requirements, timeliness of response to customer service inquiry, compliance with updated data standards, and maintenance of a robust reporting environment including support for comprehensive reporting and analytic tools.

Certifications & Assurances / Oath

I/we make the following certifications and assurances as a required element of the response to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contracts:

1. I/we declare that all answers and statements made in this response are true and correct.

2. The prices and/or cost data have been determined independently, without consultation, communication or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single response.

3. The attached response is a firm offer for a period of 120-days following receipt, and it may be accepted by NMCEH without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 120-day period.

4. In preparing this response, I/we have not been assisted by any current or former employee of the State of New Mexico, the NM-500 CoC, the NM-501 CoC, MFA, or NMCEH whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than her or his official, public capacity. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document).

5. I/we understand that NMCEH will not reimburse me/us for any costs incurred in the preparation of this response. All proposals become the property of NMCEH, and I/we claim no proprietary right to the ideas, writings, items or samples, unless stated so in this response.

6. Unless otherwise required by law, the prices and/or cost data that have been submitted have not been knowingly disclosed by the Respondent and will not knowingly be disclosed to them prior to opening, directly or indirectly to any other Respondent or to any competitor.

7. I/we agree that submission of the attached response constitutes the acceptance of the solicitation contents and general terms and conditions. If there are exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.

8. No attempt has been made or will be made by the Respondent to include any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

9. I/we grant NMCEH the right to contact references, funders, and/or other sources of information regarding compliance; customer experience; organizational, technical and fiscal capacity; and other information pertinent to assessing Respondent's ability to meet the CoCs' HMIS needs.

10. I/we certify that I/we have thoroughly examined and fully understand all of the provisions of the RFP and the conditions set forth herein; and have carefully reviewed and fully support the accuracy of this proposal; have satisfied myself/ourselves of the nature of all work and the technical and general conditions related to such work and all other matters which in any way may affect performance of any work. NMCEH shall not be responsible for any errors or omission on the part of the Respondent in preparing this proposal.

<u>If contract exceptions are being submitted, I/we have attached them to this application.</u>

On behalf of the Respondent submitting this proposal, my name below attests to the accuracy of the above statements. I/We are submitting a scanned signature of this form with our proposal.

Name of Authorized Rep.: ________________________________

Signature of Authorized Rep.: _____________________________ Date of Sig.: ____________________

NMCEH Board Members

Meryl Lieberman, Co-Chair
Retired from Casa Milagro

Henry Brutus, Co-Chair
La Casa

Edward Archuleta, Secretary
St. Elizabeth Shelter

George Francis Lyon, Treasurer
Samaritan House

Mary Ann Chavez Lopez
El Camino Real

Henrietta Correa
Formerly homeless- Advocate

Bobby Ehrig
Veterans Integration Center

Trina Lopez
Western Sky, Albuquerque

Nicole Martinez
Mesilla Valley Community of Hope

Jonna Sharpe
People Assisting the Homeless

Ann Shaw
Formerly homeless – Advocate

Rachel Sierra
El Refugio

David Sisneros
Albuquerque Heading Home

Linda Stone
First Nations Community HealthSource

Lynn K. Valdez
Albuquerque Healthcare for the Homeless

Lacie Yoxall
Mesilla Valley Community of Hope

ADDENDUM 1: ELIGIBLE RESPONDENT CHECKLIST

Please provide Yes/No responses to the following items and have the authorized representative sign and date this document. If any item requires additional explanation, please add that information to any additional page which should appear directly after the Checklist in the overall HMIS RFP submission.

The HMIS Vendor has/will:

1. At least five years of experience implementing SaaS solutions ____________
2. At least five years of experience translating federal, state and local standards/grant guidance and program regulations into software requirements and implementing software solutions that meet federal, state and local reporting requirements ____________
3. At least five years of experience working with private, nonprofit and public entities providing services to persons experiencing homelessness ____________
4. At least five years of experience with enterprise cloud computing, data storage/redundancy, industry standard data security, with the ability to meet service level agreements for a large jurisdiction with multiple users in multiple agencies ____________
5. Demonstrated success in server management, legacy data migration and ongoing data integration across multiple software solutions using industry standard Application Programming Interfaces (APIs) and service-oriented architecture ____________
6. Demonstrated ability to collect and generate all HUD required Universal and Program Specific Data Elements and Reports and maintain compliance with HUD data standard changes (XML and CSV schema mandated by HUD) ____________
7. Meet compliance and time requirements of all current HUD data standards and regulations, including privacy and confidentiality ____________
8. Ability to protect data to the federal and local (New Mexico) privacy laws as needed (i.e. HIPAA, 42 CFR Part 2) ____________
9. Fully vetted HUD CSV export ____________
10. Documented and demonstrated commitment to EEOC initiatives in hiring practices ____________
11. Documented staff salary ranges commensurate with tech industry standards ____________
12. 508 Compliance on ALL aspects of the product ____________
13. Ability to archive client level data after 7 years of no activity ____________

Name of Authorized Rep.: ___________________________

Signature of Authorized Rep.: ___________________________

Date of Signature: ___________________________

ADDENDUM 2: SYSTEM REQUIREMENTS

Introduction

Below is a list of System Requirements, to be evaluated in the Stage Two Comprehensive Review. Each individual system requirement will be worth 1 point. The system requirements are grouped into separate sections (listed below). The total number of points available is 246.

In responding to each System Requirement, please generate a document which takes the following format:

<Section Name>

System Requirement Number, Yes/No, Does this feature entail an extra cost?, Further explanation (incl. cost details) if applicable.

For example:

System Administration

1. Yes, No, n/a
2. Yes, Yes, Our software provides this item but at an ____ additional cost.
3. No, No, We are working on including this with our software, with an expected release date of ____.

Scoring

Each section's system requirements combine to form the following section scores:

A.	Security, Privacy & Disaster Recovery	= 22 pts
B.	Training, Technical Support & Customer Service	= 23 pts
C.	System Administration	= 31 pts
D.	Coordinated Entry	= 15 pts
E.	Reporting and Performance Measurement	= 59 pts
F.	End User Experience	= 28 pts
G.	Data Elements	= 63 pts
H.	Organizational Capacity	= 5 pts
	Total	= 246 pts

<u>The HMIS RFPs receiving the top three scores at the end of the Stage 2 Review (pending other overall RFP and budget considerations) will move on to Stage 3.</u>

System Requirements Sections

A. **Security, Privacy & Disaster Recovery**
B. **Training, Technical Support & Customer Service**
C. **System Administration**
D. **Coordinated Entry**
E. **Reporting and Performance Measurement**
F. **End User Experience**
G. **Data Elements**
H. **Organizational Capacity**

A. Security, Privacy & Disaster Recovery

1. User access processes should include automatic timeout/log-off, automatic save and the ability to lock out inactive users. The software should support two-factor authentication and industry standard encryption.
2. PII is encrypted for storage and cannot be browsed in database tables.
3. Controllable read, write, edit and delete capabilities to support a shared data environment with the flexibility to share data within a client record that is scalable and customizable (e.g. ability to share parts of a client record with selective agency and not share with others.) Client data-sharing can be restricted for clients who decline to consent. Data-sharing configuration allows HMIS Lead to create project groups.
4. System has a robust auditing, compliance monitoring and performance monitoring functionality (e.g. error logs, usage logs, audits trails, etc.) that track historical changes made to records, customizable and reportable by the system administrator.
5. All contact with client, project, and system data in both the user interface and via database tables is logged (describe HMIS Lead access to logs).
6. Passwords have complexity / length requirements and must be reset regularly.
7. Users can reset their own passwords.
8. User access to records is limited by project associations.
9. Product demonstrates a proven track record of full and timely compliance with all federal, state, and local privacy and confidentiality policies and procedures (e.g. HIPAA, 42CFR, Part 2, etc.) that protect client level data confidentiality and local grant guidelines, program regulation and best practices.
10. Granular security and privacy controls with easy-to-use tools based on user role access/restrictions, agency/program affiliation and permissions are present and enforced consistently throughout the software solution, including reporting, data sharing and export features.
11. User interface is available 24/7 with 99.9% reliability (other than planned outages)
12. Vendor must have a documented Disaster and Recovery plan that outlines recovery response events, resumption and restore data with task owners if an outage occurs.
13. System is set up to send automatic alerts to all system administrators when the server is unexpectedly down and the status of identifying/resolving within 30 minutes.
14. The response events should include the immediate actions taken to include who contacts system administrators, expected timeframe of contact if a crash occurs with an estimated time of availability, the recovery team with the on-call staff contact information and any decisions necessary around recovery strategies. Response plan should include database redundancy to cut total system downtime.
15. Documented resumption activities that outline the specific activities necessary to resume normal operations after notification. These activities should include recovery team members, failover to alternate site, restoration procedures/protocols, departmental coordination and testing to recover system functionality.

16. Restoration steps for the database are documented. The restoration steps should include any implemented rollback procedures/protocols.
17. Planned outages for system maintenance or deployment of updates are coordinated with HMIS Lead at least 2 business days in advance and scheduled for periods of low usage (or HMIS Lead is responsible for system maintenance and can install updates).
18. There should be documented system upgrade procedures that include advance notification procedures, upgrade frequency, the time-of-day upgrades will occur and down-time estimates that may interrupt the level-of-service; documentation is provided to the HMIS Lead in advance of development.
19. Provide sufficient security protocols: at least 128-bit+ end-to-end data encryption, time out after a period of inactivity, concurrent login prevention, updated user password standards as published by the National Institute of Standards and Technology, SSL Certificate, user access logs, and an automated audit trail.
20. Users are required to log in to a project and the ability to add/edit/delete records is limited to active project.
21. SOAP/XML DataStream procedures exist to create a near real-time link between the live Database and other applications.
22. API capability.

B. Training, Technical Support & Customer Service

1. Train-the-trainer service to HMIS staff as part of the installation process.
2. Provide training and support materials for user navigation.
3. Provide training and support materials for system administration.
4. Provide training and support materials for canned and custom reporting.
5. System reports are documented and querying protocols outlined. System administrators should have access to a comprehensive array of training resources: webinar, materials (e.g. quick reference tools) and training documentation for the database. All documentation (e.g. system, user, etc., table structure legend, how the numbers are derived) is kept updated.
6. Integrated Online Help functionality exists and is accessible to users (e.g. incl. manuals and/or quick reference sheets).
7. Ability to access a help-desk interface from the HMIS that could be used for communication via email with how-to videos, guides and manuals. (Pioneer Valley/Rhode Island)
8. Software has data entry wizards/workflows that guide users through all required data collection for project entry/annual assessment/exit.
9. Step-by-step, documented Project/Unit Inventory setup for System Administrators.
10. The Service Level Agreement (SLA) must outline technical support services around ongoing bug fixes and enhancements must exist; integrated "ticketing system" for customer ticket creation.
11. Respondent operates a customer support team with clear service-level agreements (SLA) including time limits on "outstanding tickets"; spec-to-production quality assurance protocols; continual improvement of customer experience based upon ongoing analysis of current experience. Provide weekly updates on progress of ticket resolution.
12. Easily distinguishable training/testing site available to all end-users that mirrors the live/production environment, including all reporting capabilities. Training/testing site is available prior to production, after system has gone live , and for the duration of the contract.
13. Help desk available 24 hours a day, 7 days a week, providing technical support for system administrators. Demonstrated timely, effective and convenient support with after-hours emergency support.
14. User Acceptance Testing (UAT) procedures around every software upgrade, patch release, feature enhancement delivery (including customized reporting), and other system change. Acceptable procedures include, at a minimum, a two-week UAT period.

15. All patch releases should be timely, patch release notes are communicated in an easy-to-understand manner, customer testing/acceptance is completed, well-coordinated and documented. The written release documentation is easy to understand and facilitates cause-and-effect analysis of the changes to the end-user.
16. Comprehensive conversion strategy from the existing system (implementation plan) and overall scope of work required, including: data mapping strategy, an outline of estimated tasks/assignments with responsible parties, schedule/timelines for task completion, conversion and data verification processes, ongoing development and cost structure for all aspects of the system (fixed, startup, training (System Admin and train-the-trainer), maintenance, on-going, customization and reporting cost).
17. Respondent offers customer forums for collaboration among the regional users and with those outside the customer base. Creating a structure for receiving feedback and collaboration for future software development. Respondent participates in the HUD HMIS Vendor Work Group and willingness to make required changes within a certain timeframe.
18. When configuring customizations, vendor conducts user research, designs via User Experience (UX) methodology and user testing to make sure that the configuration and custom development meets user needs. Vendor uses agile like development methodology with time boxed, iterative software delivery to build new features incrementally.
19. Critical issues, including application malfunctions that severely impair the usability of the application are documented and resolved rapidly (within 24 hours). Quarterly meeting to report how often malfunctions/system downtime occurs.
20. Monthly account meetings with a representative dedicated to customer business needs and requirements (e.g. HMIS, CAHP, etc.)
21. Licensed in a way that allows us to publish publicly our own user trainings with screenshots and/or screen casting of the software.
22. Respondent maintains a welcoming and safe online customer community that can speak freely about the software and its implementation in order to help each other.
23. Change logs and up-to-date list of Known Issues for each feature and each vendor-maintained report in the software is freely available to system administrators.

C. System Administration

1. The system administrator should be able to set flexible sharing defaults for client data by data element, project, and project type in accordance with CoC privacy protocols.
2. Ability to change data elements on back-end/data source tables (inserts and updates), control questions presentation (separate from HUD required Universal data elements and Program data elements), data entry validation rules/logic for mandatory input fields and process flows by program type.
3. Ability for system administrators to customize each user's interface (i.e. assessments or reports that appear) when they log into HMIS.
4. HMIS Lead can create custom forms and fields on standard and custom forms systemwide or for individual projects.
5. Software is web-based, compatible with current browsers, and maintains some backward-compatibility to earlier versions of browsers software that continue to be supported.
6. System can enable system administrators to impersonate or shadow users to ease troubleshooting (e.g. to see the system from end user's perspective). Clearly defined and documented administrative rights.
7. Ability to re-organize provider relationships (for example, which project is the "Organization" of a project) at the administrator's level at no cost.
8. HMIS software should allow administrators to create and save tailored lists (or groups) of providers within the system.
9. Ability to mass-change project-level settings on groups of providers, including visibility, Services & Referrals settings, and all HUD-required PDDE's.

10. Ability to indicate the County/Parish in which a project is located in a way that is easily used in custom reporting system and in Coordinated Entry reporting.
11. Clear and easy to understand user licensing management and reporting for system admins. We need to be able to easily see how many licenses we have purchased and how many are in use.
12. Ability to search Provider Admin by Provider ID.
13. Ability to access a live data warehouse that includes all tables and views that can be queried on demand.
14. System administrator has the ability to customize/limit access including the ability to lockdown Agency Administration (user admin, provider admin) for users who may not need access to specific things.
15. The HMIS Software allows the HMIS Administrator(s) to create new user accounts, remove or delete user accounts, change user access levels, reset user passwords, unlock user accounts.
16. Ability to store documents (HMIS ROI, Privacy Policy, FAQ) for users to access on their homepage.
17. Ability to run audit reports on system administration functions (project inventory or user set-up/ change…, etc.).
18. 100% auditing of every field (including metadata): identify reports utilized in the system (and by whom) and the ability to identify changes made to records that are all date stamped and reportable, along with who made the change and the original value vs. the changed value; must be able to reverse changes.
19. User roles that define permissions and access to information can be customized and maintained by system administrators.
20. HMIS Lead can create/activate/deactivate users, define and edit project associations and associated user roles for each, and update contact/other information.
21. Ability for system administrators to control and/or manipulate how assessment fields are displayed, including HUD required fields.
22. Administrative functions to manage user accounts that include the ability to restore users, track licensing, create customized data elements on user records, and review prior user histories.
23. Ability to record custom data at the User Admin level like number of security breaches, last training completed, and why they were inactivated or deleted.
24. Ability to map multiple funder contracts to programs and to track performance outcomes separately.
25. Ability to mass-move all client entry information, services, case notes, etc when project/funding source changes, assuming there is the ability to batch client info (either with funding source changes or transferring between programs).
26. Any deployment of critical bug fixes is documented; notification and documentation are provided to HMIS Lead in a time-sensitive manner (please specify what your standard time-frame is).
27. Ability to use a streamlined method of checking people in and out of shelter/housing projects without needing to manually do it.
28. The HMIS software allows the HMIS Administrator to add, remove, and edit demographic fields, in addition to fixed HUD-required demographics, as well as other assessment fields. Please enumerate your other assessment fields which also can be customized.
29. Reporting includes configurable parameters so that results may be filtered by standard (e.g., Veteran Status) or custom fields
30. Ability to provide whole database copies on frequent and secure basis for ongoing reporting to support Rhode Island's Plan to End Homelessness.
31. Ability to track and report project setup data quality and any conflicts between project setup (i.e. overall data quality management for the project setup, including tools and services provided).

D. Coordinated Entry/DV/Victims Services

1. Support all versions of the VI-SPDAT and a prioritization tool, including the ability for local customization (e.g. fields & questions) and statistical reporting (e.g. master list, waiting list, aggregate listing of client scores, By-Name List, etc.). CE reporting should be able to calculate the difference of

VI-SPDAT question "How long has it been since you lived in permanent stable housing" at VISPDAT entry and report creation date.

2. Clients with multiple VI-SPDAT assessment eligibilities can be prioritized in multiple categories (e.g. a youth who is also a family, an individual who is also a youth).
3. Ability to view client's latest VI-SPDAT score in client search screens.
4. Aggregate, project and subpopulation level reporting capability (Adhoc or Standard) to include the ability to capture performance information.
5. The system has the capacity to report on average length of time from identification to housing placement, homelessness census, number of successful housing placements, resource type utilized, # moving to inactive who no longer need housing, newly identified inflow, returns to homelessness or inactive statuses and count # of referrals by county, including ineligible follow-ups.
6. Modules fully integrated with client records, information entered once.
7. Ability to view client's place in the priority list in real-time and match client to housing resources based on assignment response and specific housing eligibility requirements. Client match recommendations are automated (e.g. done by an algorithm) based CoC Housing Inventory and bed inventory information. The matching algorithm should incorporate prioritization rules (community prioritization protocols) and client preference with the ability to override matching logic when necessary.
8. The ability to have navigator assignments.
9. Capture customizable fields and include comments. Time stamps for status changes & comments. Ability to include these statuses as part of prioritization and matching.
10. Software offers a customizable prioritization function that can be accessed by HMIS users for coordinated entry process purposes, including at the County level, Region level, and Organization level.
11. Real-time Coordinated Entry reporting at the project, County, and System levels including program eligibility, prioritization criteria, and vacancies.
12. 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.
13. Integrated coordinated assessment and referral module with reporting at the client, project and system level. Software should also provide a resource directory that details the agency and the program information as well as the program eligibility and real-time vacancies to facilitate the coordinated entry process; should include ability to make eligibility-informed referrals and track referral outcomes.
14. The system has Alert Notifications that communicate acted upon referrals, if clients cannot be located or have been transferred with notes capability to documenting level of engagement.
15. Ability to create anonymous client records for the integration of domestic violence and/or TAY programs into the Coordinated Entry System.

E. Reporting & Performance Measurement

1. All reports should include the ability to export data into standard application formats (e.g. Excel, Word, PDF, etc.) and be immediately manipulatable in Excel without formatting changes.
2. Ability to pull information on all client's program enrollments into an exportable and analyzable dataset and the ability to track service provision (with filtering), program performance and community wide performance and trends.
3. Ability to create custom exports of any data, including custom data elements.
4. Ability to efficiently export data using current XML and CSV schema specified on the HUD Exchange, HDX website. This should be a built-in tool for system administrators to access/perform.
5. The HMIS Software can export assessments, reports, and documents, including but not limited to Annual Performance Reports, System Performance Measures, Data Quality Reports, Coordinated Entry Assessments as a flattened excel document.
6. Demonstrated ability to support ongoing data integrations (batch/automated import and export processing) of data from non- CoC programs (e.g. VASH HOMES) with the ability to check data

quality prior to import/export with tools that makes it easy to control whether data is included in report generation.

7. Queries of the entire database are easy to build, save, and modify and can be exported to, at the least, a flattened Excel file.
8. HMIS Lead can develop custom reports based on standard and custom fields and assign them to projects.
9. The respondent has the aptitude to develop customized reports; timeframe and cost for customization is reasonable; rates for related professional services are clear, predictable and reasonable.
10. Drag-and drop customizable reporting that is user friendly, does not presuppose that the end-user has knowledge of back-end structures, has logical field naming structure that can generated at the client level, program level, agency level and system level.
11. Ability to add customized fields that are easily reportable.
12. The HMIS Software includes a customizable reporting tool that inherits data visibility settings made at the user and provider level on client level data.
13. The HMIS Software includes a custom reporting tool based on reporting software with a broad community and good documentation. The software is up-to-date and fully supported.
14. The HMIS Software includes a custom reporting tool that allows real-time data queries.
15. The HMIS Software includes a custom reporting tool that is well documented, fully supported, and training is available to all users.
16. Ability to search through all custom reports to find the one needed.
17. Ability to run any report on any mix of providers.
18. Solution includes an integrated, immediate, extensive, supported, infinitely configurable, easy-to-use, and unlimited-by-size-or-frequency-of-query reporting tool.
19. System administrators should have access to a data dictionary and glossary information that describes metadata, database table maps, data relationships and dependencies across the database for extraction and reporting purposes.
20. The HMIS Software has a data dictionary, clear naming conventions, and transparency in table structure to support reporting and data import and export.
21. Thorough and continually updated report documentation (including data models and data dictionaries) that is able to tell us a) what a canned report contains and b) from where in the database the data comes from into the report and c) why the report was created (what purpose did it purport to serve).
22. Ability to drill down or otherwise access client-level data behind any vendor-maintained reports (whether required by HUD or not) so users can ascertain how all aggregations are being calculated.
23. Ability to schedule any report with email notifications when complete.
24. Ability to schedule any export with email notifications when complete.
25. Reporting includes drill-down/detailed view of included clients and links to client records.
26. HMIS Lead can assign canned reports to any project that collects the data required to produce them, regardless of funding source or project type.
27. The HMIS Software has a functioning Quality Assurance/Monitoring suite of reports available to be generated by all users which allows by client, program, CoC and program type inspection for data completeness, timeliness, length of stay and participation rates.
28. The HMIS Software provides and supports up-to-date HUD-required Annual Progress Report (APR).
29. The HMIS Software provides and supports up-to-date HUD-required Longitudinal Statistical Analysis (LSA).
30. The HMIS Software provides and supports up-to-date HUD-required System Performance Measures (HUD SPM).
31. The HMIS Software provides and supports up-to-date HUD-required Consolidated Annual Performance Evaluation Report (CAPER).
32. The HMIS Software provides and supports up-to-date HUD-required Data Quality Framework.
33. The HMIS Software provides and supports up-to-date federal partner reports for PATH.
34. The HMIS Software provides and supports up-to-date federal partner reports for RHY.

35. The HMIS Software provides and supports up-to-date federal partner reports for the SSVF and any other VA required reporting.
36. The HMIS Software provides a way for agencies to submit HOPWA data to HUD.
37. Access is granted to query all tables and fields in the HMIS Software.
38. Software must provide a resource directory that details agency and program information.
39. Mechanism for end users to approve or request specific changes to the PDDEs about their project without having the permissions to actually modify that data.
40. Ability to manage unidentified client level data to make sure counts of services provided can be queried at the project, program and jurisdictional level.
41. 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).
42. Data visualization tools and/or simple integration with third party data visualization systems to maximize the visibility of key performance indicators.
43. Additional detailed report of each aggregate analysis/report is standard practice as part of report development.
44. Easily accessible to run canned funder reports with live-data at any point in time and to run most additional reports against live or recently refreshed data.
45. Inventory level reports for agency administrators to ensure their projects are set up properly.
46. Canned utilization and unit inventory report.
47. The HMIS Software has the ability manage and report sheltered and unsheltered Point In Time (PIT) data.
48. Ability for users to create a report (simple or guided steps).
49. Ability to 'Search' through pre-built/custom reports to find the one needed.
50. The software should be compatible with Tableau or similar graphic visualization software making data manipulation for visual presentation user-friendly.
51. Reporting suite must support funder level access to report across multiple agency programs with demographic and service level reporting.
52. Query/Ad-hoc tool should use of Actual SQL Statement. Giving the community the ability to report and track a client's progress through the system. Ability for end users and system administrators to build Adhoc reporting views for pulling data across several tables.
53. Software supports dashboards, widgets, etc. to link to external web sites.
54. Ability to create custom scripts and ability to execute the query in real-time.
55. Simple way for managers to view all of their case managers' case loads and those entered into their project(s) individually.
56. Ability to track and report out regarding a case manager's time and effort (in canned reports, custom reports, and exports of CSV/XML data).
57. HMIS Lead can track training dates for individual users in HMIS and receives alerts and/or can generate a report of users requiring recertification.
58. Data quality reporting or management tools that can be filtered to the specific worker or data enterer (i.e. for a specific user within the system)?
59. The HMIS Software provides rating and ranking reporting capabilities to aid with the CoC Application.

F. End User Experience

1. The system should allow for multiple simultaneous open sessions by the same user (assuming auto log-off procedures are enabled).
2. The HMIS Software can be securely accessed from computers, smartphones, and tablets; mobile capability functions.
3. System allows end-users to upload and download documents & photos, etc. to client records including unassigned clients.

4. Interface is easily navigable using the keyboard only.
5. Simple interface to assign case managers, enter client notes, goal plans, and housing plans for case management purposes. Easy to manage for case managers, oversee for supervisors, and simple and reportable in terms of reporting case outcomes per project.
6. Ability to easily view the clients' entire project stay/services history on one screen.
7. The interface is easy to learn and easy to use (e.g. data entry completed by using one main menu and not a series of buried sub menus). The user interface facilitates the untrained and inexperienced user's experience, there is an easy-to-understand interchange between the user and the application (e.g. the interface design lessens the knowledge needed to complete a task).
8. The user interface screens, menus, icons, keyboard shortcuts, mouse/gesture movements, command language should aid/prompt user's workflow (e.g. wizards and data auditors).
9. The user interface must have consistent functionality. Buttons, terminology, functions, placement, movement and transitions should all work in the same fashion from any point of entry (e.g. save button in the same place on each page).
10. The user interface should ask information once and auto-populate to other screens when appropriate to avoid duplication of effort and increase data congruence (this would ideally also apply to intake/exit questions (i.e. copy and paste answers).
11. The user interface should have data quality controls, auditing and management tools that are accessible to end-users and are easily manipulated (e.g. a validation report at the end of data entry).
12. Thorough and continually updated user interface documentation, including all parts of system from system administration to front-end use to data integration; every screen is documented in a clear and cohesive manner.
13. Ability for users to add service transactions through a concise service transaction list (with service transaction definitions).
14. Ability to embed clickable external links in the HMIS Software to our own web content, such as html ahref or mailto codes that could be used as a supplement to Help functionality in the HMIS Software to direct users to outside training resources such as How-To videos, guides and manuals, or to communicate by email directly from a problem spot in the HMIS Software
15. HMIS solution should be printer-friendly.
16. Ability to dynamically manage household members who join and depart from program stays and adheres to the HUD Data Standard that "a Household ID has no meaning beyond a single Enrollment."
17. Ability for users to sign an HMIS ROI digitally on HMIS for better real-time data collection.
18. Release of Information (ROI) stored in HMIS should have a customizable expiration date.
19. The end-user can document service provisions, case notes and track clients' progress. The software should have an easy-to-use automated way to enter repetitive services provisions.
20. Ability to enter data for a date prior to the current date and time; with the ability to see historic data.
21. Easy to identify household Type (individuals/couples vs. families) and manage households without needing to go through multiple screens.
22. Ability to view the clients' entire service transaction history/providers they have interacted with and restrict by user role, project, and site/agency.
23. User-friendly and configurable referral system in which an HMIS user can refer, accept, or deny referrals in a simple process.
24. Display of system alerts that detail system-level information, agency-specific information and HMIS User level action items.
25. Respondent creates and maintains suggested project workflows that are HUD-compliant, as simple as possible for the end-user, and easily set up and maintained by system admins.
26. Funder-level project workflows are available for all end-users.
27. User-friendly referral system in which an HMIS user can refer, accept, or deny referrals in a simple process (just a few clicks).
28. Client contact information section (phone/email/last permanent address) in alignment with assigned user-role. Ability to restrict access to client information by user role or project or site/agency.

G. Data Elements

1. Bed and unit availability is tracked in real-time using a combination of project inventory and enrollment data; information is available to relevant users.
2. If the software is a modular (e.g. HMIS, Coordinated Entry & Intake, etc.) all application modules must have a method for adding, changing and deleting data records in real-time with all related data fields automatically updated.
3. Real-time Housing Inventory capabilities which include program eligibility, type of program (e.g. voucher, site-based, etc.) total units, new units added, vacancies, housed clients, inventory type and program name. Must be able to accommodate vouchers and other housing resources that can serve Individuals and/or families.
4. The HMIS Software can track geocoded data.
5. The HMIS Software has barcode or scan card for data entry that can be customized to fit a project's particular workflow, whether that's NBN or Entry Exit. The software should include a bed and unit management feature to allow for expedient entry and exit into specific beds and units that feeds to real-time vacancy.
6. The vendor must execute free system upgrades (e.g. federal requirement changes and/or fixes) with limited defect when deployed, supported by advance communication prior to upgrades, give adequate time to test via a replicated sandbox that facilitates user and report training preparation in advance of live deployment.
7. The HMIS Software meets HUD and federal partner deadlines for implementing data element, response category, and report specification updates; including HUD requirements for giving HMIS admins enough time to prep for implementation of new elements.
8. All HMIS data elements exportable by HMIS lead to current HMIS CSV in a single dataset including multiple projects/project types/funders
9. All HMIS data elements exportable by HMIS lead to current HMIS XML in a single dataset including multiple projects/project types/funders
10. HMIS Lead can import all HMIS data elements from a standard HMIS (CSV and/or XML) dataset including multiple projects/project types/funders
11. HMIS Lead can configure a custom export of HMIS and other data
12. HMIS Lead can map and import HMIS and other data not in standard HMIS CSV/XML format
13. Ability to migrate data across systems on demand without limits on frequency and volume and in HUD standard CSV and XML format.
14. Software has a flexible tool for importing and exporting data in a HUD standard format and allows for data integration from external CSV/XML sources and an easy-to-use tool for quality checks.
15. Software requires database search prior to creation of a client record and has other prevention measures for duplicate client records.
16. Safeguards to prevent the creation of duplicate records and built-in duplicate management/ merge tool.
17. HMIS Lead has access to reports and/or receives alerts about potential duplicate client records
18. HMIS Lead can merge duplicate client records.
19. Software prevents creation of overlapping enrollments in the same project for the same client.
20. Software enforces the requirement for one and only one head of household per enrollment.
21. Warning when entering a project stay that will pull through as an error in HUD reports (<>1 head of household, overlapping project stays).
22. Prompted warning when entering a data element that will pull through as an error in HUD reports (i.e. Destination of 'Other').
23. Users and HMIS Lead have access to data quality reports that identify missing/don't know/refused responses on HMIS fields for all records in a given date range.
24. Software prevents and/or has tools to identify logically inconsistent data (pregnant males, income sources identified for clients with no income, entry date after current date, etc.).

25. Customizable user alerts or reminders when required HUD Annual Assessments are due/past due. Reminders should be able assignable to a variety of individuals who may or may not be HMIS users (e.g. case managers, housing director, Executive Director) and may be set to persist until the household has been assessed. Alternatively, the ability to set reminders to automatically propagate external calendars, such as Outlook, Google, or Apple, or other industry leading calendar or planning tools while maintaining PPI standards.
26. Ability to ensure that the same data is not being collected/asked in different areas of the system to ensure required data elements are being asked only once and auto-populating where else it's needed for better data collection. For example: If Head of Household is designated in one section, it should not allow the users to select another person as head of household, thus creating errors.
27. System alert for ROI expiration.
28. Ability to communicate via notifications, alerts, messages, and reminders at the system, organization, program, client, and user-level.
29. Client records include a summary report (separate from shared enrollment data) of clients' history of outreach contacts, shelter stays, and other residential project enrollments relevant to past and current homeless status.
30. Household management is flexible enough to accommodate the fluidity of family structure changes (e.g. a household consist of 8 members, user has the ability to only enroll 5 people in a program or users can easily remove/adding new family members (i.e. birth) and the reports accurately reflect household changes during program enrollment).
31. HMIS Solution adheres to HUD Data Standards with regard to data collection at various stages. Universal Data Element collection occurs once at the Client Record Creation stage, Program Specific Data Element collection occurs on a per-enrollment basis, household creation and assignment of Household ID occurs once per enrollment and is unique to each enrollment. HMIS Solution allows for data collection at all remaining stages including the Update/Occurrence Point stage, Annual Assessment stage, Exit stage, and Post Exit stage to track changes to appropriate elements also specified in the HUD Data Standards.
32. The HMIS software ties person/client records to a unique ID and allows for changes to other demographic elements.
33. The HMIS software should allow for a second name or alias field.
34. Software includes a user messaging feature, i.e., HMIS Lead can enter messages/notifications to users that will be displayed at the next login.
35. Where the HMIS Data Standards allow it, data elements should utilize conditional logic to be sure users cannot save conflicting data. For example, if the user selects "Yes" for Income, the user must be required to record an Income Source with an Amount saved (or change the response to "No"). The HMIS software should limit availability of certain data elements based on appropriate need, such as questions that should be only available for certain age groups, for Heads of Household only, and other program specific elements. In lieu of conditional logic, where not available, the HMIS software should take advantage of recommended HUD Standards' assumed logic models for data elements such as Income, Non-Cash Benefits, and Insurance by only requiring Yes responses and assuming the remaining No's, and calculating Total Monthly Incomes at the Client level.
36. Ability to create customized assessments with question/answer functionality that includes conditional logic.
37. HMIS Lead can set data collection for standard and custom fields to mandatory or optional
38. HMIS Lead can create validation/regular expressions for standard and custom fields and configure error messages for display.
39. Auto-exit functionality for night-by-night shelters and street outreach projects after x time with no bed night or contact.
40. Database relationships and dependencies are fully documented for extraction and reporting purposes.
41. Software must allow access control to client level data using program, organization and/or region permissions to be set at the user, role and/or group level.

42. Demonstrated commitment to building an open and flexible architecture that maximizes opportunity for Application Program Interface (API) and/or web service inclusions to allow for data integration (e.g. inserting and updating records with validated demographic data and transactional data (referrals/services) and referral completion notifications) across multiple software solutions.
43. The database has an extraction, transform and load (ETL) tool for data integration management, available to system administrators. The ETL tool would evaluate data from other databases and using lookup tables either convert or determine if the data is in a suitable format or quality prior to writing the data to the HMIS database.
44. Demonstrated ability to work with customers to make sure that legacy data is migrated (e.g. import/export HUD data and data associated with custom fields) accurately and efficiency.
45. The database should have a street outreach record building protocols that allows street outreach workers to enter clients with minimal person protected information (PPI). The record is easy to relocate/amend as client information is accumulated to create an accurate depiction of the client receiving services (including the Universal Data Elements (UDE)).
46. The community should be able to isolate the unidentifiable or anonymous data in record counts/reports and the database must have a functioning reporting suite to recognize unidentifiable street outreach clients (e.g. data quality report for street outreach).
47. Software designed to collect and report the Universal Data Elements (UDE's), as specified in the current HUD Data Standards Manual and Dictionary.
48. Software designed to collect and report the Project Descriptor Data Elements (PDDE's), as specified in the current HUD Data Standards Manual and Dictionary.
49. Software designed to collect and report the Program Specific Data Elements (PSDE's), as specified in the current HUD Data Standards Manual and Dictionary.
50. Software designed to collect and report the Metadata elements (ME's), as specified in the current HUD Data Standards Manual and Dictionary.
51. Software designed to collect and report Housing Inventory Count (HIC) data in a way that is easily uploaded to HDX with no vendor-side errors.
52. Integrated coordinated assessment and referral module that is easy to navigate and understand.
53. Software includes scan card or similar functionality for bed nights, services, etc.
54. System must have an integrated HUD Housing Inventory module (HIC), with the ability to track real-time occupancy and bed inventory (e.g. availability of beds and units).
55. System must have and integrated Point-in-Time (PIT) module, with the ability to collect PIT data using mobile application that automatically feeds the database.
56. The system must allow easy, automated data input, including from mobile devices, client portals, swipe cards and other technology (e.g. bio-metric, talk-to-text, etc.) to reduce the data entry burden and to minimize keystrokes.
57. Mobile response experience that can leverage device features including geolocation, camera (secure document uploads) and touchscreen (e-signature).
58. The HMIS Software can track geocoded data that can be turned into maps both in the system and available as reports to export from the system.
59. If available, describe server specifications, security measures to isolate data from any other instances of the application/database hosted on the same server, and any access or responsibility associated with the server or hosting for HMIS Lead.
60. If available, list server requirements (hardware and software), explain how application and/or database updates are deployed, and describe any access to the server required by Respondent.
61. Users see reminders of missing/don't know/refused responses for **active clients at login**.
62. Data defaults to system-wide sharing, but the default can be modified by a system administrator, and a user can modify sharing on an individual client's record.
63. The end-user can communicate with other end-users or clients via notifications, alerts, messages (including email, text and twitter) via reminders at the system, organization, program, client and end-user level.

H. Organizational Capacity

1. Respondent has a track record of providing innovative best-of-class products and services demonstrated by at least an 80% customer satisfaction rating.
2. Demonstrated expertise necessary to successfully implement their software (e.g. recent successful implementations that adhere to schedules, completed projects/ customizations that have satisfied customer requirements).
3. Demonstrated fiscal capacity to continue as a leader with the adequate organizational infrastructure to deliver the system as proposed.
4. Adequate infrastructure includes: the respondent has staff with proper industry experience (e.g. knowledge of HUD data standards), professional qualifications, product experience and education/skills to support a smooth transition and ongoing operations (e.g. technical trainers, customer service, business analyst, programmers, etc.).
5. Respondent demonstrates the ability to make suitable staff assignment decisions to support the implementation and ongoing tasks to include any contractual arrangements or subcontractors on the project.