Kansas Statewide Homeless Coalition and Balance of State Continuum of Care

CoC Lead Agency

Kate Watson, Executive Director

Kansas Housing Resource Corporation

HMIS Lead Agency

James Chiselom, HMIS Lead/ESG Program Manager

Request for Proposals

Development and Operation of an
Homeless Management Information System

Proposal Deadline:

Friday, December 13th, 2019 at 5:00 p.m.

ISSUED BY THE:
Kansas Statewide Homeless Coalition and
Kansas Balance of State Continuum of Care

2001 Haskell Avenue
Lawrence, KS 66046

tel. (785) 760-4355

http://www.kshomeless.com

PROPOSAL FOR CONSULTING SERVICES FOR THE DEVELOPMENT AND OPERATION OF A HOMELESS MANAGEMENT INFORMATION SYSTEM FOR THE KANSAS BALANCE OF STATE CONTINUUM OF CARE

Sealed proposals will be received at the Kansas Statewide Homeless Coalition, 2001 Haskell Avenue, Lawrence, KS 66046 until 5:00 pm on Friday, December 13th, 2019 for providing the following services to the Kansas Balance of State Continuum of Care.

> Attention: Kate Watson, Executive Director
> Kansas Statewide Homeless Coalition
> 2001 Haskell Avenue
> Lawrence, KS 66046

Copies of the Request for Proposals (RFPs) may be obtained from the Kansas Statewide Homeless Coalition (KSHC) on or after Friday, November 22nd, 2019, Monday through Friday from 8:00 a.m. to 4:00 p.m. by calling KSHC at (785) 760-4355 or (785) 856-4960. This RFP may also be downloaded from the KSHC website: http://www.kshomeless.com. The Kansas Balance of State Continuum of Care (KS BoS CoC) reserves the right to reject any or all proposals, waive any minor informalities in the proposal process, and accept the proposal deemed to be in the best interest of the KS BoS CoC.

Questions concerning the RFPs must be submitted in writing by 12:00 noon on Friday, December 6th, 2019 to KS BoS CoC Steering Committee at the email address of hmis@kshomeless.com. Responses to questions will be returned by close of business on December 9th, 2019.

Sealed proposals marked: "Kansas Balance of State Continuum of Care Homeless Management Information System Proposal" containing one (1) original and one (1) electronic copy must be received by Kate Watson, Executive Director, Kansas Statewide Homeless Coalition, 2001 Haskell Avenue, Lawrence, KS 66046 prior to 5:00 p.m., Friday, December 13th, 2019. Any proposals received after such time will not be accepted, unless the date and time has been changed by addendum. Delivery to any other office or department does not constitute compliance with this paragraph, unless the proposals are received by the established deadline. Please use the delivery method of your choice to retain tracking and confirmation of delivery information for your records.

GENERAL CONDITIONS AND REQUIREMENTS

1. **Proposal Rules**
   This RFP is solicited to the General Public pursuant to the rules set forth in 24 CFR 84.40-84.48 and a subrecipient agreement will be awarded by the Kansas Statewide Homeless Coalition/Kansas Balance of State Continuum of Care (KSHC/KS BoS CoC). The KSHC/KS BoS CoC is an equal opportunity and affirmative action employer.

2. **Reviewing Period**
   All proposals meeting RFP requirements and conditions may be held by the KSHC/KS BoS CoC for review until the contract is awarded. All delivered proposals must be active for ninety (90) days from the submission deadline.

3. **Budget**
   The KSHC/KS BoS CoC has a budget for this project for one year of not to exceed $120,000, renewable annually, subject to mutual agreement of the parties and the availability of funding. All funding is subject to HUD funding through the annual CoC competitive application process.

4. **Compliance with Applicable Laws**
   The contract shall be governed by and construed in accordance with the laws of the State of Kansas. The proposal must comply with all Federal, State, and Municipal laws, ordinances, rules and/or regulations.

5. **Questions and Interpretations**
   Technical assistance questions regarding the proposal should be addressed in writing by Friday, December 6th by noon to hmis@kshomeless.com. All answers and interpretations and any changes to the documents will be issued in the form of addenda to all consultants of record, and will be posted on the Kansas Statewide Homeless Coalition web site at: http://www.kshomeless.com

6. **Ability and Experience**
   The KSHC/KS BoS CoC will not award a contract to any consultant who cannot furnish satisfactory evidence of their ability and experience to perform the requested services. The KSHC/KS BoS CoC may make such investigations as it deems necessary to determine the above and a consultant shall furnish information requested in this regard.

7. **Certification of Non-Collusion**
   All consultants must sign the attached certificate of non-collusion. This signed form must be submitted with the proposal p xxxxxxxxxxxackage. Failure to sign and submit the form is cause for that proposal to be rejected.

8. **Corrections**
   Erasures or other changes in the proposal must be explained or noted over the signature of the consultant.

9. **Conflict of Interest**
   The consultant agrees that to the extent that such law is applicable to the duties it is to perform hereunder, it will comply with the provisions of Chapter 268A of the General Laws concerning conflict of interest. The consultant covenants that it presently has no interest and shall not require any interest, direct or indirect, which would conflict in any manner or degree with the performance under the agreement. No employee of the KSHC/KS BoS CoC and no public official who exercises any function or responsibilities in the review or approval of the undertaking or carrying out of this agreement shall participate in any decision relating to this agreement which affects his/her personal interest or the interest of any corporation, partnership, or association in which he/she is directly or indirectly interested or have any financial interest, direct or indirect in this agreement or the proceeds thereof.

10. **Prospective Consultant's Qualifications**
    The prospective consultant replying to this RFP shall be or represent a firm, company or corporation possessing experience and expertise in planning, community development and/or a related field and the professional standards thereof, to undertake and successfully complete the Scope of Services as outlined in this RFP. Prospective consultants must meet the guidelines to receive federal funding and be in compliance with ***Eligibility Requirements for Applicants of HUD's Grants Programs***

11. **Signature**
    All proposals shall be complete, factual, and signed by an authorized officer of the consultant's company on the appropriate page(s).

12. **Waiver**
    The KSHC/KS BoS CoC reserves the right to reject any and all proposals, or to waive any informality in the proposal process, if deemed in the KSHC/KS BoS CoC best interest.

13. **Number of Copies**
    The proposer shall provide a sealed envelope containing one (1) original and one (1) electronic copy of the proposal marked "Kansas Balance of State Continuum of Care – Homeless Management Information System".

14. **Place and Time**
    Sealed proposals marked: "Kansas Balance of State Continuum of Care Homeless Management Information System Proposal" containing one (1) original and one (1) electronic copy must be received by Kate Watson, Executive Director, Kansas Statewide Homeless Coalition, 2001 Haskell Avenue, Lawrence, KS 66046 prior to 5:00 p.m., Friday, December 13th, 2019.

15. **Modifications**
    A consultant may correct, modify, or withdraw a proposal by sealed, written notice clearly marked as a correction, modification, or withdrawal and received by the Kansas Statewide Homeless Coalition prior to the time and date set for the proposal deadline.

Failure to comply with the above conditions and requirements or any attached specifications or any other minimum qualifications will be justification to reject any proposal as incomplete.

INTRODUCTION

The Kansas Statewide Homeless Coalition (KSHC), acting on behalf of the Kansas Balance of State Continuum of Care (KS BoS CoC), is requesting proposals from qualified firms (Consultant) to undertake the secure and accurate migration of data from its existing Homeless Management Information System (HMIS) to a new HMIS system to be operated and managed by the Consultant to be determined by contractual agreement.

The purpose of this RFP is to secure software as a service for the KS BoS CoC's Homeless Management Information System (HMIS) needs. As the designated Collaborative Applicant and Lead Agency for the KS BoS CoC, the KSHC is seeking an HMIS software vendor to facilitate efficient collection of HUD required data elements, ensure compliance with the latest HMIS Data Standards, and to improve capacity for program compliance monitoring and reporting on system-level performance.

With this RFP, KSHC, in collaboration with the KS BoS CoC, means to select software as a service solution for its HMIS data collection, data integration, and reporting.

The proposer must meet all Federal regulations with respect to the development and operation of an HMIS for the KS BoS CoC.

Background

The KS BoS CoC is a collection of 101 of the 105 Kansas counties. As an independent CoC, each year the KS BoS CoC receives McKinney Vento CoC funds and Emergency Solutions Grant funding. As such this RFP will result in the selection of a vendor and subsequent contract execution between the Kansas Housing Resource Corporation (HMIS Lead Agency) and vendor.

Schedule

The KSHC/KS BoS CoC reserves the right to revise the following schedule at any time and without notice to the respondents or prospective respondents:

Activity	Date
RFP Released	Friday, November 22nd, 2019
Questions to KSHC	Due in writing by 12 noon Friday, December 6th, 2019
Responses to Questions	December 9th, 2020
Proposals Due	Friday, December 13th, 2019 @ 5:00 p.m.
Proposals Review by Selection Committees	December 2019
Remote Demonstrations	January 8th, 2020
KSHC/KS BoS CoC/KHRC Reviews, Evaluations, Selection	January 2020
Contract Execution	February 2020

Definitions

Definitions for the purposes of this RFP include:

KS BoS CoC – Kansas Balance of State Continuum of Care; a system of housing and homeless services.

KSHC – Kansas Statewide Homeless Coalition, Collaborative Applicant and Lead Agency for the Kansas Balance of State Continuum of Care; Organization issuing this RFP. And, an administrative entity that applies for annual funding from the U.S. Department of Housing and Urban Development (HUD).

KHRC – Kansas Housing Resource Corporation; HMIS Lead Agency for KS BoS CoC.

Data Integration – Transmission of and acceptance of transmitted data from other HMIS software programs according to the specifications for Comma Separated Values (.CSV) and/or XML Schema on the HUD Exchange website

HMIS – Homeless Management Information System – A federally mandated, locally driven data collection system used to collect unique identification and reporting of persons experiencing homelessness across a regional housing assistance network of private, nonprofit, and public entities. HMIS must conform to the published standards and any updated standards on the HUD Exchange website.

HUD – U.S. Department of Housing and Urban Development

HUD Exchange – The website used by U.S. Department of Housing and Urban Development (HUD) to issue all updates and information regarding HMIS

HUD Mandated Reports – Report required for HUD funded projects; comprised of the CoC Annual Performance Report (APR), HMIS APR, Emergency Solutions Grant (ESG) Consolidated Annual Performance and Evaluation Report (CAPER), Annual Homeless Assessment Report (AHAR), HUD System Performance Report (SPM), Longitudinal System Analysis (LSA), and Point-in-Time (PIT) report.

Proposal – A formal offer submitted in response to this solicitation

Request for Proposal (RFP) - Formal procurement document in which services needed are identified and firms are invited to submit their proposal to provide the services and their overall rate not to exceed the stated annual cap.

RFP Respondent – Individual, company or firm submitting a Proposal to attain a contract with KSHC/KHRC

CONTRACT TERMS AND CONDITIONS

Proposal Preparation
The prospective consultant is to follow the instructions and requirements of the proposal submission requirements in preparing and submitting their response to the RFP.

Cost Liability
The KSHC assumes no responsibility and no liability for costs incurred relevant to the RFP by prospective consultants prior to issuance of a contract.

Selection of Proposals
The KSHC shall award a professional consulting contract to the responsible prospective consultant whose proposal conforms to the RFP, is the most advantageous to the KSHC/KS BoS CoC, and meets the requirements as stated in the proposal submission requirements. The selected consultant will be required to sign an agreement with the Kansas Housing Resource Corporation as the HMIS Lead Agency in which she/he accepts responsibility for the performance of services as stated in the submitted proposal and be prepared to commence work immediately upon execution of the signed agreement and receipt of a Notice to Proceed.

Acceptance of Proposal Content
The contents of the proposal of the successful consultant, in its entirety, shall form the base of any contract that is awarded.

Successful Consultant Responsibilities
The successful Consultant will be required to assume sole responsibility for the complete project as required by this RFP. The KSHC/KS BoS CoC will consider the successful Consultant to be the sole point of contact regarding contractual matters, whether subcontractors are used by the successful Consultant for one or more parts of this project. The successful consultant will be responsible for representing the Continuum in any discussions with HUD regarding the Strategic Plan that is to be prepared.

Subcontracting
Subcontracting will be allowed for tasks required by this RFP. Any intent to subcontract on the part of the prospective consultant must be specifically described in the proposal. The KSHC/KS BoS CoC/KHRC reserves the right to approve the use of all subcontractors.

Ownership of Material
All rights, titles to and ownership of all data, material, and documentation resulting from this project and/or prepared for the KSHC/KS BoS CoC pursuant to this contract shall remain exclusively with the KSHC/KS BoS CoC. The prospective consultant shall be paid for all service as will be specified in the contract.

Additional Requirements
During the project's contract, the selected Consultant will attend all required meetings without additional compensation. In addition, the Consultant will meet with KSHC/KHRC/KSBOSCOC staff at the start of the project and as necessary throughout the project to review recommendations and project status and provide technical assistance. The selected Consultant will be expected to attend any relevant/required HUD briefings and training without additional compensation.

Price Change
All prices shall be firm and not subject to increase during the period of this contract.

SCOPE OF WORK

Specific tasks to be undertaken by the selected HMIS vendor shall include, at a minimum:

A. General Tasks
- ♣ The design, implementation and support of an HMIS for the KS BoS CoC;
- ♣ Training, supporting and working with private, nonprofit, and public homeless service providers; and
- ♣ The execution of data conversion/migration to new application, data validation and quality assurance.

B. Regulatory Compliance
- ♣ Vendor and product ongoing timely compliance with all relevant HUD required data collection structures and reporting modules;
- ♣ The provision and support of software that facilitates the full and accurate collection of all HUD-mandated data elements;
- ♣ Future modifications to the software to ensure ongoing compliance of the latest HUD data standards, HMIS regulations and national best practices and requirements of the CoC.

C. Security and Privacy
Providing a system that includes security functions to ensure protection of client confidentiality. Security features should include:
- ♣ User authentication (no concurrent access);
- ♣ Virus protection with auto-update;
- ♣ Servers that include data encryption and transmission encryption;
- ♣ Public access and location controls;
- ♣ Backup and data disaster recovery;
- ♣ System monitoring;
- ♣ Secure disposal;
- ♣ Automated monitoring and audit trail;
- ♣ Ability to define and amend user access levels to client information; and
- ♣ Access restrictions based on user role and/or permissions are enforced consistently throughout the software solution, including reporting, data sharing, and export features.

D. Core Functionality
Providing software that includes:
- ♣ An intuitive and efficient workflow that minimizes the burden on front end users;
- ♣ A user interface that is easy to navigate and provides consistent page views;
- ♣ Capacity for document generation – readable, printable blank forms and completed forms;
- ♣ Document upload storage – for consent forms, verifications, rental agreements, stabilization plans, etc.
- ♣ Built-in measures to prevent data entry mistakes and back end reporting to identify data entry errors and guide data cleanup for users;
- ♣ Software with case management tools for recording case notes, follow up, query on no contact within number of days;
- ♣ A referral system and referral tracking;
- ♣ Robust deduplication measures to identify and prevent duplicate client entries; and
- ♣ Matching functionality to unduplicated records across agencies (not dependent upon data sharing).

E. **Support, Training and Customer Service**
   ♣ Vendor is expected to provide technical documentation including user manuals and online help relevant to introductory training as well as ongoing support. The following documentation is expected:
   - Data Dictionary,
   - Reporting Module Guidance,
   - Database Design and Navigation,
   - Workflow for entering client information,
   - User manuals specific to HMIS data entry.

   ♣ Providing "Train the Trainer" modules for implementation of new system and for standard ongoing training;
   ♣ Offering online and telephone customer support center that allows ability for reporting issues and straightforward bug tracking;
   ♣ Developing and implementing Quality Assurance protocols related to every software upgrade, release, enhancement or other system change; and
   ♣ Ensuring that the timing of release, description, and communication are coordinated.

F. **Data Imports and Integration**
   ♣ Development and implementation of an open and flexible platform that maximizes opportunities for data integration across multiple software solutions, including a contractual commitment to support the latest XML and CSV schema defined by HUD;
   ♣ Support for the batch import and export of data from agencies entering program data into a separate system.

G. **Reporting and Performance Measurement**
   ♣ Production of current standard HUD reports directly from the system: APR, LSA, PIT, CAPER;
   ♣ Production of System Performance Measurement reporting at a KS BoS CoC wide level and at a program level where applicable;
   ♣ Production of Quarterly APRs by program;
   ♣ Generation of standard project and agency level reports that track enrollments, dismissals, demographics, etc. for funders and other stakeholders;
   ♣ Provision of User Information Reporting: User license periods, contact records, training, login activity, inclusion in metadata for client record creation, edit, and name stamp on HUD Assessment submissions or edits;
   ♣ Client level reporting across other CoCs as may be needed in order to participate with other KS CoCs in data generation, client level reporting/tracking and understand program outcomes.

H. **Coordinated Entry and Prioritization**
   Software should contain functionality to support a single coordinated access system. This should include:
   ♣ Provision of software with functionality to support a single coordinated access/entry system (The KS BoS CoC Coordinated Entry System will be shared with the other KS CoC's.)
   ♣ Availability of the Continuum's selected prioritization assessment, with the ability for local customization of a common assessment tool used by the Kansas Balance of State CoC;
   ♣ Robust referral notification system; and
   ♣ Ability to view client's Coordinated Entry score within the client record.

FINAL WORK PRODUCTS

In addition to providing ongoing services for the KS BoS CoC's HMIS, the Consultant is responsible for submitting timely required HUD reporting and KS BoS CoC reports in a format acceptable to both HUD and the KS BoS CoC.

All deliverables will become the property of the KSHC/KS BoS CoC.

PROPOSAL SUBMISSION REQUIREMENTS

The information submitted must include, but should not necessarily be limited to, the following items:

1. **Cover Letter**. A letter signed by an officer of the firm, binding the firm to all comments made in the proposal is required. Include a primary contact person for the proposal.

2. **Narrative Response to Scope of Services.** Proposers shall provide a comprehensive written description of each system element, feature, service, etc. required by the Scope of Work that it proposes to provide to the KSHC/KS BoS CoC. These descriptions shall reference the section item being responded to and shall include the scope and particular features and benefits of the proposer's provision of these elements, features, services, etc., and detailed descriptions of functionality as defined in the scope of services. These descriptions shall demonstrate the proposer's understanding of the KSHC/KS BoS CoC's requirements and the proposer's ability to provide and effectively operate the services and systems required by the KSHC/KS BoS CoC. The narrative should include each of the elements described under the Scope of Services section of this RFP.

3. **Qualifications and Experience.** A description of the history, experience and qualifications of your firm and any proposed subcontractors to perform the Scope of Services. Please provide:
   a. Names and addresses of all firms involved on the project (including any subcontractors);
   b. History, size and structure of firm(s);
   c. Name(s) of principals in firm(s);
   d. Identification of Principal in Charge, the Project Manager and the roles of other key personnel. Include relevant project experience and copies of resumes of all personnel assigned to project; describe other similar projects your firm has undertaken with contact information. Please make specific reference to experience and qualifications as they are related to HMIS implementation/training/operation, experience/qualifications of assigned staff and experience/success implementing similar projects for municipalities, particularly regarding homelessness. If any part of the HMIS process will be subcontracted, please provide the same information for the subcontracting firm/s;
   e. List three (3) client systems that are most similar to the systems requirements stated in the KSHC/KS BoS CoC's scope of services and most similar in terms of number of projects, users, participants served, and complexity of configuration and include a brief narrative that explains why the KSHC/KS BoS CoC should consider this reference/these references a relevant experience and why it is similar to KSHC/KS BoS CoC's requirements. List should include the following for each client reference:
      o Client Organization Name and Address
      o Duration of Contract
      o Dates of Operation
      o Website
      o Contact Person Name, Title, Phone Number and Email Address
   Please note—references will be asked about their experience with the vendor including the following areas:
      i. Responsiveness to customer service requests
      ii. Quality of staff
      iii. Technical support and training
      iv. Coordinated entry
      v. Conversion process from one system to new HMIS

   vi. Knowledge and experience with most recent release of HMIS Data Standards
   vii. Ease of system use and reliability, and
   viii. General assessment of quality and effectiveness of the vendor's services

 f. Listing of contracts currently under contract; and
 g. Contact information for references from similar projects.

 <u>**The following must also be included:**</u>
 • One copy of multiple report types produced from another HMIS system for which the Consultant has been responsible.
 • An electronic link of another HMIS system you've developed/implemented/operated to provide a sense of the HMIS being proposed.

4. **Organizational Plan and employee background information for all staff that will be contributing to the operation of the proposer's system and will be providing related support services**. For all employees who are proposed to support the KSHC/KS BoS CoC HMIS, please provide their names and titles, information about their roles and responsibilities and qualifications including related skills and experience. Resumes of key (and other if the proposer desires) personnel should be provided. Proposers should also include organizational chart(s) and/or a description of the management plan for all divisions that are proposed to contribute to the operation of the HMIS, so that the KSHC/KS BoS CoC will have as full an understanding as possible of the proposer's organization and plan for operating the HMIS.

5. **A description of the proposer's data center hardware and technical environment.** Proposers should provide a description of their data center hardware and technical environment, as well as the proposer's security protocols, back-up and disaster recovery plan.

6. **Management Plan and Project Timeline.** Provide a detailed, comprehensive timetable and plan to convert each element of the existing vendor's system to that of the selected vendor. Include the duration of the conversion and key milestones in the timetable proposed. This plan shall include the responsibilities of the proposer, the Continuum and the existing vendor; a description of how the accuracy of the conversion effort will be measured; identification of the project manager, the experience this individual has had in converting similar systems, and the estimated amount of time that the project manager will dedicate to the project; and the details of the proposer's post-conversion support plan. The proposer should describe its previous experience converting data in a situation similar to what this project will entail.

7. **Approach to Scope of Work.** A detailed description of the approach to Scope of Services is required. The Continuum is seeking a reliable, creative, comprehensive, easy to use and proven HMIS system to inform and enhance its data capabilities in accordance with HUD standards to ensure the greatest accuracy, compliance with all HUD reporting, ease of use at the individual program level and ease of use at the administrator level so that the Continuum can routinely pull program-specific and aggregated data and produce compelling, clear reporting. To this end the proposal must demonstrate the Consultant's:

- Approach to effectively implementing a new HMIS system within the KS BoS CoC (including secure and accurate data migration), customization of software as may be needed in order to achieve the KS BoS CoC's reporting needs at both a program level and system level, installation, training, technical support and hosting related to the KS BoS CoC's HMIS system.
- Innovative ideas for maximizing the value and amount of work that can be completed within the budget available for this contract as well as rationale and evidence of the value and effectiveness of the proposed approach to the scope of work;
- Experience with web based or electronic Federal Government regulations, experience with the HUD reporting expectations concerning homelessness, best practices around homelessness and HMIS systems;
- Understanding of, and commitment to, effectively connecting the CoC's coordinated entry with HMIS; and
- Additional recommendations not identified in the scope of service.

8. **KSHC/KS BoS CoC Resources.** A list of the resources, personnel, data, or other assistance which the proposer expects are required from the Continuum in order to complete each task in the scope of services during the planned time period.
The KSHC/KS BoS CoC will be responsible for:
- Convening and conducting an initial orientation/training meeting for all HMIS users.
- Providing the Consultant with copies of any previously issued HMIS reporting.
- Serving as HMIS administrator throughout the duration of the contract.

9. **References.** Provide three (3) references from individuals familiar with your work on HMIS and/or comparable systems.

10. **Threshold Requirements.** The proposer must complete the Threshold Requirements table included in the section entitled, "Evaluation Criteria" and include it with the non-price proposal.

11. **Consultant Services Cover Sheet.** Complete form that is part of this RFP and place as cover to non-price proposal.

12. **Price Proposal Form.** Sign and submit the form that is part of this RFP.

13. **Certificate of Non – Collusion.** Sign and submit the form that is part of this RFP.

14. **Form for Tax Compliance.** Sign and submit form that is part of this RFP.

PROPOSAL CONTENTS

All costs associated with the services set forth in this RFP must be included in the price. Price must remain firm for the entire contract.

1. Sealed proposals marked: "Kansas Balance of State Continuum of Care Homeless Management Information System Proposal" containing one (1) original and one (1) electronic copy must be received by Kate Watson, Executive Director, Kansas Statewide Homeless Coalition, 2001 Haskell Avenue, Lawrence, KS 66046, prior to 12:00 p.m., Friday, December 13th, 2019. Any proposals received after such time will not be accepted, unless the date and time has been changed by addendum. Delivery to any other office or department does not constitute compliance with this paragraph, unless the proposals are received by the established deadline.

2. The Price Proposal form must be completed as instructed. No substitute form will be accepted. Pricing must remain firm for the duration of the contract. The proposal submitted must be without conditions or exceptions.

3. Failure to answer any questions, to complete any form or to provide the documentation required will be deemed non-responsive and will result in automatic rejection of the proposal unless the Continuum determines that such failure constitutes a minor informality.

4. All interpretations of the RFP and supplemental instructions will be in the form of written addenda to the RFP specifications. Requests for clarification or any questions about information contained in the RFP should be addressed in writing to:

    Kate Watson, Executive Director
    Kansas Statewide Homeless Coalition
    2001 Haskell Avenue
    Lawrence, KS 66046

    No requests or questions will be accepted after 5:00 p.m., Friday, December 13th, 2019. Please include the name, address, e-mail address, telephone number and fax number, if available, of the person to whom additional information should be sent. Any information sent to one proposer will be sent to all proposers. Answers to questions will be posted to the website in a form of an Addendum. Proposers are responsible for checking the website for addenda that may be issued.

5. Proposals must be unconditional. However, prior to the proposal opening, proposers may correct, modify, or withdraw proposals by written request to, Kate Watson, Kansas Statewide Homeless Coalition, 2001 Haskell Avenue, Lawrence, KS 66046. A letter will be sufficient for withdrawal of a proposal up to the date of the proposal opening. Any correction or modification to a proposal must be submitted in writing and in a sealed envelope labeled "Kansas Balance of State Continuum of Care HMIS - Modification to (or Withdrawal of) Proposal.

6. Detailed Description of Costs. Provide a total not-to-exceed fixed fee. The Continuum seeks proposals that demonstrate maximum value, innovation, effectiveness, and total work to be performed within the funding available.

7. Fee Proposal. The fee proposal will be a lump sum price to provide all labor, equipment, time, materials and other items as necessary to meet the requirements of the scope of service.

8. Detailed Cost Breakdown. Provide a cost for each task identified in the Scope/Schedule on the price proposal form.

9. Payment Schedule. A payment schedule based on pre-established benchmarks will be negotiated prior to issuance of the contract. However, the successful applicant should be aware that a percentage of the contact will be held until the final plan product is delivered.

10. Form for Cost Proposal. Complete and sign form that is part of this RFP.

EVALUATIONS OF THE PROPOSALS

All non-price proposals will be reviewed by the Selection Committee.

Proposers will be asked to host a remote interview to be determined, including demonstration of their HMIS software solution. Proposers will be responsible for providing the Continuum with a call-in number and web link. The project manager and other project team members should be prepared to participate in the interview. Interview participants will be expected to describe the proposer's approach to the Kansas Balance of State Continuum of Care project and answer questions from the Selection Committee. Proposals that meet the Quality Requirements will be reviewed pursuant to the Comparative Evaluation Criteria listed in this RFP. The Selection Committee will assign a rating of Highly Advantageous, Advantageous, or Not Advantageous to each comparative evaluation criterion. Based on these ratings, a composite rating will be determined for each proposal.

References will be contacted to determine if the proposer is responsive and responsible. References will be asked about their overall impression of the proposer's quality of services performed and the timeliness of service delivery. The Continuum reserves the right to use itself as a reference and to contact references other than those submitted by the proposer.

After evaluation of the non-price proposals is complete, the price proposals will be opened. The price proposals will be evaluated and ranked by the Selection Committee. The contract will not necessarily be awarded to the proposal that receives the highest rating with respect to the price proposal. The Continuum will award the contract to only one responsive and responsible proposer submitting the most advantageous proposal taking into consideration the proposals' quality requirements, evaluation criteria and composite ratings, interview, references and price. Before awarding the contract, the Continuum may request additional information from the proposer.

The Continuum reserves the right to reject any and all proposals if it determines that the criteria set forth have not been met or for any other reason.

MINIMUM EVALUATION CRITERIA

In order to be reviewed, the proposal must be substantially complete, meet the Qualifications listed in the RFP, and contain all necessary forms.

Qualifications:
- Experience working with HUD homeless programs relative to data collection and HMIS capacities or comparable systems;
- Experience with HUD's CoC process or comparable processes; and
- Experience in implementing and operating HMIS data collection, warehousing and reporting in a manner consistent with HUD's evolving standards or comparable database.

Threshold Requirements:

A "NO" response, a failure to respond, or a failure to meet any of the following minimum threshold requirements may result in a rejection of your proposal. Circle YES or NO for each item listed.

Threshold Requirements	Response	
The proposer has converted at least two (2) HMIS databases into their own software solution.	Yes	No
The proposed HMIS will facilitate full and accurate collection of all HUD-mandated data elements as defined in the current HMIS Data and Technical Standards documentation (available online at: https://www.hudexchange.info/hmis/hmis-data-and-technical-standards/)	Yes	No
Proposer is prepared to contractually commit to ongoing compliance and support of the latest HUD data standards and HMIS regulations.	Yes	No
The proposed HMIS will safeguard security and privacy by ensuring that user access levels are restricted based on user role and/or permissions that are enforced consistently throughout the software solution.	Yes	No
The proposed HMIS will include an Audit Trail function to track changes to client-level records in the database.	Yes	No
The proposed HMIS must be fully compatible for use on Internet Explorer (Edge) and all of the following browsers: Chrome, Firefox, or Safari or other industry standard browers.	Yes	No
The proposed HMIS will generate an unduplicated count of clients within individual projects, across combinations of projects, and across the entire database, regardless of whether or not projects enter data into the system using uploads, and regardless of whether or not agencies have data sharing agreements in place.	Yes	No
The proposed HMIS will support batch import and export of data from external databases, including a contractual commitment to support the latest XML and CSV schema defined by HUD.	Yes	No
The proposed HMIS will generate HUD-mandated and other federal participating HMIS partners reports, including but not limited to the CoC Annual Performance Report (APR), HMIS APR, Emergency Solutions Grant (ESG) Consolidated Annual Performance and Evaluation Report (CAPER), Longitudinal Systems Analysis (LSA), HUD System Performance Report, and Point-in-Time (PIT) report as well as customized reports for the Kansas Balance of State Continuum of Care.	Yes	No

COMPARATIVE EVALUATION CRITERIA

The proposal will be reviewed by the Kansas Balance of State CoC and ranked using the following criteria:

	Highly Advantageous	Advantageous	Not Advantageous
Experience and Qualifications *Ratings will be based on the extent to which the consultant has been involved in implementing successful HMIS projects in multiple jurisdictions.*	The proposer has been involved in the successful implementation of HMIS project of comparable complexity in at least five (5) jurisdictions including data migration work.	The proposer has been involved in the successful implementation of HMIS projects or client data management projects of comparable complexity in less than five (5) but in three (3) or more jurisdictions.	The proposer has been involved in the successful implementation of HMIS projects or client data management projects of comparable complexity in at least one (1) jurisdiction but less than three (3) jurisdictions.
Management and Organizational Plans *Particular attention will be paid to evidence of successful past performance. Success of project, budget and timeliness may be determined by contacting references.*	The proposer's Management Plan and Organizational Plan provide an excellent and extensive combination of staffing, coordination, and detailed description of implementation that provides the highest assurance of the proposer's ability to meet the requirements of the scope of services. The plan includes all of the following components: an organizational chart for the company; job descriptions of key staff; descriptions of staff roles and responsibilities, identification of a project manager; and a clear explanation of how all staff will work together to successfully provide all the services required by this RFP. The management plan identifies staff responsible for converting from another vendor's HMIS; this staff has prior experience converting a system similar in volume and features to that of Kansas Balance of State CoC (this does not apply to the incumbent vendor).	The proposer's Management Plan and Organizational Plan provide a good combination of staffing, coordination, and detailed description of implementation that provides a high level of assurance of the proposer's ability to meet the requirements of the scope of services. The plan includes all but one of the following: an organizational chart for the company; job descriptions of key staff; descriptions of staff roles and responsibilities, identification of a project manager; and a clear explanation of how all staff will work together to successfully provide all the services required by this RFP. The management plan identifies staff responsible for converting from another vendor's HMIS and this staff has prior experience converting a system similar in volume and features to that of Kansas Balance of State CoC (this does not apply to the incumbent vendor).	The proposer's Management Plan and Organizational Plan do not completely provide an adequate or clear combination of staffing, coordination, and detailed description of implementation; the plan provides a low level of assurance of the proposer's ability to meet the requirements of the scope of services. The plan includes all but two of the following: an organizational chart for the company; job descriptions of key staff; descriptions of staff roles and responsibilities, identification of a project manager; and a clear explanation of how all staff will work together to successfully provide all the services required by this RFP. The management plan identifies staff responsible for converting from another vendor's HMIS and this staff has prior experience converting a system similar in volume and features to that of Kansas Balance of State CoC (this does not apply to the incumbent vendor).
Project Timeline *Particular attention will be paid to the detail provided that*	The proposal indicates that the proposer will be able to meet the proposed deadline and explains in detail both	The proposal indicates that the proposer will be able to meet the proposed timeframe but only provides	The proposal indicates that the proposer has committed to meeting the timeframe, but does not have additional

demonstrates ability to ensure successful data conversion/migration within the project timeframe—and that all other required reporting deadlines set by the Continuum and/or HUD—can be successfully met.	baseline and additional resources that will be available if necessary for ensuring that the project timeframe does not slip. The proposal's timeline includes detailed descriptions of responsibilities for the proposer and customer related to data conversion and migration and capability of meeting data import and integration elements in the Scope of Work within this RFP	a cursory level of service and a cursory statement of additional resources that will be available to ensure that the timeframe does not slip. The timeline includes steps related to data conversion and migration, but responsibilities are not specified.	resources to ensure that the project timeframe does not slip. The project timeline does not include detailed steps related to data conversion and migration.

| **User Experience**
 Particular attention will be paid to evidence of successful past performance. Success of may be determined by contacting references. | The proposal demonstrates excellent support, training and customer service through consistency in user interface and functionality; intuitive and efficient user experience (no duplicate information requests, auto-population to other screens, information is derived and inferred from other responses where possible to avoid duplication or incongruence, and includes data quality warnings); and thorough user interface documentation, including all parts of the system from database administration to front-end experience. Additionally, the proposed HMIS supports usability on tablets and other mobile devices. | The proposal demonstrates support, training and customer service through consistency in user interface and functionality; intuitive and efficient user experience (no duplicate information requests, auto-population to other screens, information is derived and inferred from other responses where possible to avoid duplication or incongruence, and includes data quality warnings); and user interface documentation, including all parts of the system from database administration to front-end experience. | The proposal demonstrates only partial compliance with the following requirements: consistency in user interface and functionality; intuitive and efficient user experience (no duplicate information requests, auto-population to other screens, information is derived and inferred from other responses where possible to avoid duplication or incongruence, and includes data quality warnings); and user interface documentation, including all parts of the system from database administration to front-end experience. |

Support, Training and Customer Service *Particular attention will be paid to the extent to which customer support is available and effective.*	The proposal includes an excellent description that provides the highest assurance of the proposer's ability to meet the following requirements of the scope of services: provision of technical documentation (data dictionary, reporting module guide, database design and navigation, workflow guidance, user manuals); online customer support center with capacity to report issues and track bugs; "Train the Trainer" modules; and quality assurance protocols related to every software upgrade, release or other system change.	The proposal includes a good description that provides a high level of assurance of the proposer's ability to meet the following requirements of the scope of services: provision of technical documentation (data dictionary, reporting module guide, database design and navigation, workflow guidance, user manuals); online customer support center with capacity to report issues and track bugs; "Train the Trainer" modules; and quality assurance protocols related to every software upgrade, release or other system change.	The proposal includes an incomplete description that provides a low level of assurance of the proposer's ability to meet the following requirements of the scope of services: provision of technical documentation (data dictionary, reporting module guide, database design and navigation, workflow guidance, user manuals); online customer support center with capacity to report issues and track bugs; "Train the Trainer" modules; and quality assurance protocols related to every software upgrade, release or other system change.

Software Demonstration *Particular attention will be paid to the alignment and usability of the system.*	The software demonstration indicates full alignment with local priorities and requirements as defined in the RFP, including clear compliance with HUD standards; intuitive and efficient workflow for end users; effective import/upload functionality; and robust and user friendly reporting functionality. Additionally, the software demonstration shows a clear, well-designed, and flexible platform that includes opportunities for customization beyond the minimum HUD requirements.	The software demonstration indicates full alignment with local priorities and requirements as defined in the RFP, including clear compliance with HUD standards; intuitive and efficient workflow for end users; effective import/upload functionality; and robust and user friendly reporting functionality.	The software demonstration indicates partial alignment with local priorities and requirements as defined in the RFP, but does not meet all of the following requirements: clear compliance with HUD standards; intuitive and efficient workflow for end users; effective import/upload functionality; and robust and user friendly reporting functionality.
Quality of References *Particular attention will be paid to the extent to which the references shared positive feedback in noted areas.*	Each of the three references contacted commented substantively and positively on their experiences with the proposer in the following areas: responsiveness to customer service requests, high quality staff, successful data conversion experience, and knowledge of HUD HMIS standards.	Two of the three references contacted commented substantively and positively on their experiences with the proposer in the following areas: responsiveness to customer service requests, high quality staff, successful data conversion experience, and knowledge of HUD HMIS standards.	Only one of the three references contacted commented substantively and positively on their experiences with the proposer in the following areas: responsiveness to customer service requests, high quality staff, successful data conversion experience, and knowledge of HUD HMIS standards.
Coordinated Entry and Prioritization *Particular attention will be paid to the functionality of software to support and enhance coordinated entry in the CoC.*	The proposal comprehensively demonstrates that the HMIS software has the functionality to successfully support the Kansas Balance of State CoC's coordinated entry system and successfully meets each of the four elements noted in the Scope of Services Section H of this RFP.	The proposal demonstrates that the HMIS software has the functionality to support the Kansas Balance of State CoC's coordinated entry system and successfully meets most of the elements noted in the Scope of Services Section H of this RFP.	The proposal demonstrates that the HMIS software has the functionality to support a coordinated entry system and can meet some of the elements noted in the Scope of Services Section H of this RFP.

<u>DEADLINE</u>

Deadline for submission:

Friday, December 13th, 2019 at 5:00PM

Kansas Statewide Homeless Coalition

2001 Haskell Avenue

Lawrence, KS 66046

kwatson@kshomeless.com

CONSULTANT SERVICES :: COVER SHEET

Name of Proposer:	Contact Individual:
Address:	
Phone #:	Alternate Phone #:
Email Address:	Social Security/FEIN ID #:
Authorized Signature:	Date:

PRICE PROPOSAL FORM

Provide a total not-to-exceed fixed fee. The total funding available for this contact shall be available on an annual basis in the amount of not to exceed $120,000, extendable annually, subject to HUD funding and by mutual agreement of the vendor and Continuum.

The Continuum cannot award a contract for services in excess of this amount. The Continuum seeks proposals that demonstrate maximum value, innovation, effectiveness, and total work to be performed within the funding available.

I, _____, propose to provide the services detailed in the attached Scope of Services for the following proposal price:

$ _____, lump sum fee.

This proposal shall remain in effect for ninety (90) days.

Detailed Cost Breakdown:

SCOPE OF WORK

Specific tasks to be undertaken by the selected HMIS vendor shall include, at a minimum:

TASKS	PRICE
General Tasks	$
Regulatory Compliance	$
Security and Privacy	$
Core Functionality	$
Support, Training, and Customer Service	$
Data Imports and Integration	$
Reporting and Performance Measurement	$
Coordinated Entry and Prioritization	$
Total	**$**

_____

Signature   Date

_____

Name of Signer

_____

Name of Business

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals.

_____
Signature   Date

_____
Name of Signer

_____
Name of Business

STATEMENT OF TAX COMPLIANCE

Pursuant to any local, state, or federal laws, I hereby certify under penalties of perjury that I, to the best of my knowledge and belief, have complied with all laws and obligations relating to governmental tax liabilities.

_____
Signature   Date

_____
Name of Signer

_____
Name of Business