



Questions and Responses

Q: Would RTFH be willing and able to share information on the current annual expenditures spent on HMIS?

A: The current annual expenditure of our HMIS comes from the HUD grant with 100% match and from the user license fee we collect from each provider. The dedicated HMIS grants of HUD is \$734,003 and about half of it is personnel cost.

Q: Would RTFH be willing and able to provide an estimated budget that is available for the work described within the RFP?

A: The estimated budget will include the data migration with set up cost plus ongoing system maintenance with license fees. The first part of the cost will come from potential investors who are willing to invest on this project and does not have a set budget. The second part of the cost will be covered by the fixed HMIS grant stated in the question above.

Q: For the batch data functionality, is this for data migration or ongoing data upload into the system from an external system (and for what purpose)?

A: If the vendor provides automatic API capability, it is not required to also have batch data functionality. The manual batch data functionality is needed when there is no automatic API capability in the system.

Q: As both RHY and SSVF projects are required to submit data via the HUD CSV data exchange format, any HMIS software that has projects funded by one of these two sources must be able to produce data in this format. This has inherently made HUD XML a less attractive means of exchanging data. With that in mind, are there specific business requirement(s) to support both HUD XML and HUD CSV? If yes, can you please elaborate on what these are?

A: HUD XML export has been used by one of our large partners. It could potentially be replaced by HUD CSV export or API connections.

Q: Regarding the ability to create and modify client assessment forms with weighted scoring, are there other forms, besides the VISPDAT and SPDAT, that will be required as part of this proposal?

A: Even though we currently only use weighted scores for VISPDAT, we would like to have the ability to create and modify client assessment weighted scoring at the system administrators' level.

Q: Ability to separate reporting by contract for multi-funded projects and ability to map multiple funder contracts to programs and to track performance outcomes separately. Program, performance target, and contract configuration capability and allow for flexible multi-funding project and service customization – Can you provide a scenario to help us better understand how to frame our response to this question? (2.a, 4.2.a, 4.2.b, 4.2.d)

A: We have a number of programs with multiple funding sources. To give an example, let's say program A has two funding sources, the CoC and the State. The request in the RFP is the ability to set up the program in a way to reflect the multiple funding sources with appropriate contract configuration and to report or track performance outcomes separately.

Q: Ability to create custom scripts and ability to execute the query in real time. – Can you clarify what you mean by “scripts” and how you wish to “execute the query in real time”? Are you asking for direct backend access to the database?

A: By “ability to create custom scripts” in this scenario we mean the ability to create user-defined variables and to run custom queries on the database or on a real-time replica of the database with the ability to view the table structures in the backend.

Q: Open/close functionality for client and program records. - Can you provide a scenario to help us better understand how to frame our response to this question?

A: This refers to the ability to efficiently archive programs by closing all the client records and a possibility to open client records if necessary.

Q: Are there any reports required other than HUD compliance? If so, can you identify these reports?

A: We do have additional required reports. These include reports required by other Federal Funding Partners and local providers. Ideally the selected vendor's existing reports will meet our current needs.

Q: Are you interested in our out-facing web portal functionality? It will allow you to interact with your community (i.e. clients, etc.). There is an extra cost for this functionality.

A: Please provide the quote if it is an extra functionality.

Q: API capability (Highly Desired). Would you like any interfaces quoted? If so, to what systems? What are the formats (csv, xml, excel, etc.)? Will they be uni-directional or bi-directional? Real time or batch?

A: Ideally we would like to have real-time bi-directional API capability. At this point there is a need of API connection with 2-1-1 and Health and Human Services. Please provide the quote if it is an extra functionality.

Q: The RFP states that the Regional Task Force on the Homeless has 749 active users. If a vendor want to price for concurrent users as opposed to total users, what will be the equivalent estimated number of concurrent users?

A: A rough estimate would be 300 concurrent users.

Q: The RFP identifies 350 active programs, are they all HMIS programs? If not, can you identify the number of non HMIS programs and provide a brief description of each?

A: As stated in the RFP, out of the 350 programs, 295 are homeless-dedicated programs and the other 55 programs are not homeless-dedicated. The non-homeless-dedicated are programs related to poverty, employment, food banks, senior services and other social services which may not be dedicated exclusively to homeless populations.

Q: On page 6, the RFP states that the initial term for the contract awarded through this RFP is anticipated to be August, 2018 – July, 2019. On page 11, the RFP Timeline states HMIS migration will be August – October, when are you expecting to go-live?

A: We would like to go live in Oct/Nov 2018 but understand that it may take longer to achieve a full go-live implementation.

Q: In section III, Proposal Content & Submission, you list page maximums for each section. Is it acceptable to exceed the maximum if needed?

A: The RTFH reserves the right to review only the pages within the maximum allowed. We encourage vendors to stay within the maximum limits

Q: In Section V, Proposal Conditions and Reservations, the following questions apply: For item B, is it acceptable for vendors to state exceptions to these terms and contract terms?

A: We encourage vendors to submit their best proposal that meets the expectation of this RFP. We will review all applications to determine their ability to meet the threshold requirements.

Q: In Section V, Proposal Conditions and Reservations, the following questions apply: For item E, please explain what this “grant writer” requirement entails. Why would a grant writer be needed by the successful vendor?

A: If a vendor chooses to use a grant writer for this RFP these conditions apply.

Q: In Section V, Proposal Conditions and Reservations, the following questions apply: For item Y, is this requirement essentially banning vendors from basing their quotes on certain project assumptions?

A: No. This reserves the right of the RTFH to reject a proposal. This does not automatically disqualify any proposal. If a proposal is rejected the RTFH will communication with the vendors to clearly state the identified irregularity and reasoning for not passing the threshold review.

Q: In Section VI, Contract Conditions, the following questions apply: Please explain the preface paragraph, the one before item A, as that language is ambiguous and could impose conditions and terms upon vendors that the vendors may not be currently aware of.

A: The RTFH cannot predetermine all conditions that might apply and we are open for discussion with the selected vendor to come to an agreement.

Q: In Section VI, Contract Conditions, the following questions apply: Please provide more details regarding the insurance requirements in item B, as that language is not limited at all.

A: We will work with the selected vendor to clarify insurance requirements that are standard to an HMIS contract.

Q: In Section VI, Contract Conditions, the following questions apply: Please provide more details regarding item D, as this appears to impose potentially unlimited obligations upon vendors with respect to promotional activities.

A: We expect that the vendor will work with the RTFH in using our agency name, logo, etc. in any promotional way and will look for the same opportunity in using the vendor name, logo, etc. in promoting our new HMIS platform to our stakeholders and broader community when needed.

Q: In Section VI, Contract Conditions, the following questions apply: Please provide more details regarding items H and I, as these are vague and could impose potentially unreasonable obligations upon the selected vendor.

A: We will ensure that this requested participation and cooperation will be well-defined in our project plan and is agreed upon by both parties.

Q: In Section VI, Contract Conditions, the following questions apply: Is RTFH open to negotiation on item R? Training materials are proprietary and generally considered to be protected IP of the vendor.

A: We are open for discussion to come to an agreement on this item.

Q: Attachment 2 – Required Core Documents – will we be eliminated from consideration if we do not provide all of these documents (i.e. audited financial statements)?

A: We encourage a proposal to have all requested documents.