



**2021 REQUEST FOR PROPOSAL:  
HOMELESS MANAGEMENT INFORMATION SYSTEM**

Issue Date: Monday, October 4, 2021

Questions Due: Monday, October 11, 2021

Proposals Due: 8 PM EST, Monday, November 1, 2021

TampaHillsborough Homeless Initiative  
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[www.THHI.org](http://www.THHI.org)

# Table of Contents

Section I: Introduction .....	3
Section II: Definitions.....	3
Section III: Roles .....	4
Section IV: Objectives .....	4
Section V: Eligible Applicants.....	4
Section VI: Funding.....	4
Section VII: Performance Period .....	5
Section VIII: Scoring Criteria.....	5
User Interface/User Experience .....	5
Reporting.....	5
Customer Service and Support.....	5
Additional Functionality .....	5
Cost Effectiveness .....	5
Section IX: Current System Coverage.....	6
Section X: Process and Timeline .....	6
Section XI: RFP Instructions .....	7
Phases .....	7
Point of Contact.....	7
Stage 1 .....	7
RFP Release.....	8
Question & Answer Period.....	8
RFP Addendum Issued (If Applicable) .....	8
RFP Proposals Due.....	8
Stage 2.....	9
Response Review.....	9
Report Out to Respondents.....	9
Stage 3 .....	9
Proposal Explanation, Software Demonstrations, Reference Checks .....	9
Stage 4 .....	9
Final Review and Selection .....	9
Announcement of "Apparent Successful Vendor" and Unsuccessful Respondent Notification.....	9
Debrief Request and Response (Optional) .....	9
Stage 5 .....	9
Contract Negotiation with "Apparent Successful Vendor" .....	9
Stage 6.....	9
Begin Contracted Work.....	9

Launch .....	10
Section XII: Scorecard .....	10

## Section I: Introduction

To ensure that our Continuum of Care has a Homeless Management Information System (HMIS) that meets all community needs, the Tampa Hillsborough Homeless Initiative (THHI) has released this Request for Proposals (RFP) for an HMIS.

This RFP is organized as follows:

Section I: Introduction	Section VII: Performance Period
Section II: Definitions	Section VIII: Scoring Criteria
Section III: Roles	Section IX: Current System Coverage
Section IV: Objectives	Section X: Process and Timeline
Section V: Eligible Applicants	Section XI: RFP Instructions
Section VI: Funding	Section XII: Scorecard

## Section II: Definitions

- ❖ **Department of Housing and Urban Development (HUD)** is the federal agency that, amongst other things, is responsible for the policies and procedures governing the Continuum of Care and the Homeless Management Information System.
- ❖ **FL-501** is the HUD identification number for the Tampa/Hillsborough County Continuum of Care.
- ❖ **Continuum of Care (CoC)** is the institutional network of homeless-service providers within a geographical area. The FL-501 CoC covers all of Hillsborough County, Florida.
- ❖ **Homeless Management Information System (HMIS)** is a database designed to collect client and project-level data within the CoC and to report on these data as required by federal, state, and local funders. An HMIS must, by definition, comply with HUD’s latest HMIS Data and Technical Standards.
- ❖ **Respondent** is an entity authorized to submit a response to this RFP.
- ❖ **SaaS** means *Software as a Service*; a software distribution model by which a cloud provider hosts software to make available for end-users. This is a primary service for which the respondent is responsible.
- ❖ **Vendor** is another term for respondent; the software company that may secure a contract with FL-501 based upon their responses to this RFP, software demonstration, interview, and referrals.
- ❖ **Standard reports** refer to all reports set forth by HUD and the federal partners, which include but are not limited to the APR, Coordinated Entry APR, CAPER, System Performance Measures, LSA, SSVF export, PATH annual report, and RHY export.
- ❖ **Ad hoc reporting** refers to a software’s capacity for querying data in a way that goes beyond HUD’s requirements, including the ability to create new variables using existing data elements.
- ❖ **Apparent Successful Vendor** is the respondent who is chosen to enter into contract negotiations with THHI. A contract is expected between THHI and the apparent successful vendor but is not guaranteed.

## Section III: Roles

**Tampa Hillsborough Homeless Initiative (THHI)** is the Continuum of Care (CoC) and the Homeless Management Information System (HMIS) Lead Agency for FL-501 and is thus authorized to release this RFP. The **UNITY Advisory Committee** is designated by the FL-501 CoC Governance Charter as the HMIS advisory committee, which will be involved in the scoring and ranking of proposals received.

## Section IV: Objectives

THHI is issuing this RFP to secure a web-based SaaS for the FL-501 CoC's HMIS.

The main objective is to seek competitive bids and secure a contract for the provision of a web-based SaaS for the FL-501's HMIS that is compliant with all of the latest HUD HMIS Data and Technical Standards and has demonstrated success in data integration into/out of the proposed solution, and with retrieval and migration of data from existing/current HMIS.

## Section V: Eligible Applicants

All applicants must meet the following minimum requirements:

Please note: Respondents who do not meet these requirements will have their proposal rejected.

- At least three (3) years of experience implementing SaaS solutions for HMIS;
- At least three (3) years of experience translating federal, state, and local grant guidelines and program regulations into software requirements and implementation of software solutions to meet federal, state and local reporting requirements;
- At least three (3) years of experience working with private, nonprofit, and public entities providing services to persons experiencing homelessness;
- At least three (3) years of experience in data hosting, storage, security, network operations, backup and uptime, as well as redundancy of all systems for a large jurisdiction with multiple users in multiple agencies;
- Sufficient security protocols in place, including: end-to-end data encryption, automatic time out or lock out, concurrent login prevention, username and password access requirements, at least 128-bit+ encryption, SSL certificate, user log(s), the ability to generate an audit trail, and the capacity to comply with different federal and state privacy laws (i.e. HIPAA, the 2004 HMIS Data and Technical Standards, 42 CFR Part 2, etc.);
- Demonstrated success in legacy and ongoing data migration (import and export) across software solutions using the XML and HUD-developed CSV and XML schemas;
- Demonstrated ability to collect all required data as outlined in the latest HMIS Data Standards;
- Ability to generate all federally required reports;
- All parts of your software are 508 compliant;
- Must be available to contract in and work in the state of Florida;
- SAM.GOV registration requirement. Applicants must be registered with SAM.GOV before submitting their application. In addition, applicants must maintain an active SAM.GOV registration with current information while they have an active contract with THHI;
- DUNS Number Requirement. Applicants must provide a valid DUNS number, registered and active at SAM.GOV in the application. DUNS numbers may be obtained for free from Dun & Bradstreet.

## Section VI: Funding

Contract(s) may or may not be awarded in full or in part as a result of this RFP and is contingent upon the availability of funding. THHI reserves the right to make no award related to this RFP, and response to this RFP does not constitute the execution of a contract between the respondent and THHI.

## **Section VII: Performance Period**

### **Contract Term**

The contract(s) executed as a result of this RFP is tentatively scheduled to begin on June 1, 2022 and end December 31, 2025. THHI reserves the right to renew any contract(s) awarded as a result of this RFP process, contingent on product satisfaction, availability of funds, and community needs.

### **Data Migration**

This period is expected to last six (6) months for all data elements found in the latest HMIS Data Standards, with custom data elements to be exported within a year of the initial contract-signing.

## **Section VIII: Scoring Criteria**

THHI and the UNITY Advisory Committee will evaluate proposals based on the following:

Please note: Scorers reserve the right to adjust initial scoring based on software demonstration, referral checks or other pertinent factors.

### **User Interface/User Experience**

Scorers will rate the extent to which software is intuitive, easy to use, and follows best practices regarding website and software design (i.e. Fitts' Law, Hick's Law, Law of Proximity, etc.).

### **Reporting**

Scorers will evaluate respondents based on the scope and functionality of all HUD and federal partner standard system reports. They will also evaluate based on the ease of use for ad hoc reporting, compatibility with/for third-party reporting tools (data visualization software, mapping software, etc.) and the overall accessibility of data to meet various CoC needs (local back-ups, direct access, etc.). Timing of report generation capabilities (real, near-real, batch) will be evaluated.

### **Customer Service and Support**

Scorers will evaluate respondents on their ability to demonstrate timely, effective, and convenient support to THHI and FL-501. They will include help desk availability during operating hours, technical support for system administrators, ability to provide tech support for initial implementation, provisions for ongoing system maintenance and updates, ability to make enhancements to comply with changing HUD standards, as well as satisfactory response times for fix and patch releases, and the associated training materials and communication plans to support proposed system changes, if any.

### **Additional Functionality**

Scorers will rate respondents based on the availability of additional functionality that FL-501 has identified as being important for its needs and goals as a CoC.

### **Cost Effectiveness**

Scorers will rate respondent based on provided pricing and financial feasibility for FL-501. Scorers will rate proposals based on cost-effectiveness and accuracy of the budget. In addition, they will be compared to both

current costs and to other proposals. Proposed costs must be delineated into what is standard, an available add-on, or customization of system. Proposed cost should also clearly delineate the one-time costs associated with a system migration as well the ongoing costs, standard or otherwise.

More information will be provided in the “Scoring Rubric” section on page 10.

## Section IX: Current System Coverage

System Data for FY 2020	
<b>Current Software Provider for CoC HMIS</b>	Wellsky
<b>FTE HMIS System Admins User Accounts</b>	8
<b>Active Users Accounts Created*</b>	382
<b>Active Agency Count*</b>	41
<b>Active Program Count*</b>	186
<b>Active Client Count</b>	5976 (ALL Clients still active/stayers in ALL programs)
<b>Unduplicated Clients</b>	20402 (ALL unduplicated count of clients Stayers AND leavers)
<b>Service Transaction Count</b>	101090
<b>UNDUPLICATED # OF CLIENTS WHO RECEIVED A SERVICE</b>	23177

\*as of 9/15/2021

## Section X: Process and Timeline

THHI reserves the right to adjust timetable as needed, with or without notice to the respondents.

Stage	Task	Start Date	Completion Date
1.1	RFP Release	Monday, October 4, 2021	Monday, October 4, 2021
1.2	Question & Answer Period	Monday, October 4, 2021	Monday, October 11, 2021
1.3	RFP Addendum Issued (If Applicable)	Monday, October 11, 2021	Wednesday, October 13, 2021
1.4	RFP Proposals Due	Monday, November 1, 2021 by 8pm EST	Monday, November 1, 2021 by 8pm EST
2.1	Response Review	Tuesday, November 2, 2021	Friday, November 19, 2021
2.2	Report Out to Respondents	Monday, November 22, 2021	Monday, November 22, 2021
2.3	Debrief Request (Optional)	Tuesday, November 23, 2021	Monday, November 29, 2021
3.1	Proposal Explanation, Software Demonstrations,	Monday, December 6, 2021	Friday, December 17, 2021

	Reference Checks		
4.1	Final Review and Selection	Monday, January 3, 2022	Friday, January 7, 2022
4.2	Announcement of "Apparent Successful Vendor" and Unsuccessful Respondent Notification	Monday, January 10, 2022	Monday, January 10, 2022
4.3	Debrief Request (Optional)	Tuesday, January 11, 2022	Monday, January 17, 2022
5.1	Contract Negotiation with "Apparent Successful Vendor"	Monday, January 24, 2022	Tuesday, May 31, 2022
6.1	Begin Contracted Work (Estimated)	Wednesday, June 1, 2022	Wednesday, June 1, 2022

## Section XI: RFP Instructions

### Phases

The RFP process will have two phases. Phase one will consist of a scorecard that respondents will complete and submit by the deadline noted above.

Respondents who successfully complete phase one may be selected for phase two, which will include interviews and product demonstrations as agreed upon by THHI and the respondent.

### Point of Contact

The RFP Coordinator is the sole point of contact for this RFP. All communication between the respondent and THHI shall be with:

**Sergio Santiago**  
**Senior HMIS Manager**  
[SantiagoSE@thhi.org](mailto:SantiagoSE@thhi.org)

Any other communication will be considered unofficial and non-binding on FL-501 or THHI. Respondents are to rely on written statements issued by the RFP Coordinator. Communication directed to parties other than the RFP Coordinator may result in disqualification of the respondent.

In the event it becomes necessary to revise any part of this RFP, addenda will be provided via email to all individuals who have made the RFP Coordinator aware of their interest via email. THHI will provide respondents with a OneDrive folder for any electronic submissions needed.

FL-501 reserves the right to cancel or to reissue the RFP in whole or in part prior to execution of the contract.

### Stage 1

## **RFP Release**

This RFP and all related documents will be posted to <https://www.thhi.org/hmisrfp> in accordance with the timeline provided above.

## **Question & Answer Period**

Questions and requests for clarification about the RFP, Timeline, Response Template, etc. are welcome; please email [SantiagoSE@thhi.org](mailto:SantiagoSE@thhi.org) between the dates specified in the timeline.

Questions & Answers collected during the Q & A period, and any other pertinent information, shall be provided as addenda to the RFP and will be posted to <https://www.thhi.org/hmisrfp>

## **RFP Addendum Issued (If Applicable)**

Respondent questions or feedback may prompt revisions to the timeline, the RFP, or the Response Template. Addenda will be provided via email to all individuals who have made the RFP Coordinator aware of their interest via email.

Questions and answers compiled during the Question & Answer period and any other pertinent information shall be provided as addenda to the RFP and will be posted to <https://www.thhi.org/hmisrfp>

## **RFP Proposals Due**

Submission directions are as follows:

1. Read the entirety of this document and complete the Certifications and Assurances at <https://forms.gle/LFHak6aWwZxWGTwi8>
2. Complete the Scorecard at <https://forms.gle/Y4XC3yhF1CXj7Z9k6>
3. Email Supporting Documentation (if applicable) to [SantiagoSE@thhi.org](mailto:SantiagoSE@thhi.org).

Responses to the RFP must be received no later than 8pm EST on the due date specified in the timeline. Late submissions will be automatically disqualified from further consideration, unless FL-501's email system is found to be at fault.

Responses must provide 150 days for acceptance by THHI from the due date for receipt of responses. The respondent is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

FL-501 reserves the right to make an award without further discussion of the response submitted.

FL-501 reserves the right to contact a respondent for clarification of its proposal.

Respondents should be prepared to accept this RFP and their own responses into a contract resulting from this RFP. It is understood that the proposal will become part of the official procurement file on this matter without obligation to FL-501.

THHI or FL-501 are not liable for any costs incurred by the respondent in preparation of a response or submission of a response, or any other activities related to responding to this RFP. The respondent will not include any such expenses as part of the costs proposed to fulfill the requirements of the RFP. Issuing this RFP and accepting responses to this RFP does not obligate THHI to contract for services specified herein. THHI reserves the right to reject any and all proposals received without penalty and not to issue a



contract as a result of this RFP.

## **Stage 2**

### **Response Review**

The UNITY advisory committee will review responses.

Ranking will be determined by score and other factors. If the committee determines a response to be false or unclear, the committee may contact the respondent for clarification and reserves the right to alter scores based on findings.

### **Report Out to Respondents**

Successful and unsuccessful respondents will be notified via email on the date specified in the timeline. Successful respondents will move on to the second phase of the RFP process and be asked to schedule an interview and software preview.

## **Stage 3**

### **Proposal Explanation, Software Demonstrations, Reference Checks**

Interviews will be held virtually. Reference checks regarding respondent work with past and current customers will be made as part of an overall sufficiency evaluation.

THHI and respondent may both agree to forego a product demonstration if both parties agree that a recent-enough product demonstration has been conducted.

## **Stage 4**

### **Final Review and Selection**

Ranking will be determined by score and cost effectiveness analysis.

### **Announcement of "Apparent Successful Vendor" and Unsuccessful Respondent Notification**

Respondents will be notified via email on the date specified in the timeline.

### **Debrief Request and Response (Optional)**

Upon request, a debrief will be sent to unsuccessful respondents via email. An emailed request for debrief must be received by the RFP Coordinator within five (5) business days after the Notification of Unsuccessful Respondent is emailed to the Respondent. The response will be sent by the date specified in the timeline.

The debrief will be limited to a critique of the requesting Respondent's proposal. Comparisons between proposals or evaluations of the other proposals will not be included, and respondent's answers will not be shared with any other party.

## **Stage 5**

### **Contract Negotiation with "Apparent Successful Vendor"**

Apparent Successful Vendor will negotiate a contract with THHI.

## **Stage 6**

### **Begin Contracted Work**

Respondent will begin setup of HMIS implementation including data migration, training, and other tasks.

**Launch**

THHI and Respondent will launch the new HMIS implementation.

**Section XII: Scorecard**

The scorecard will award a total of 72 points, broken down as follows:

<b>SECTION</b>	<b>POINTS</b>
<b>USER INTERFACE/USER EXPERIENCE</b>	12
<b>REPORTING</b>	22
<b>CUSTOMER SERVICE AND SUPPORT</b>	12
<b>STANDARD FUNCTIONALITY</b>	22
<b>ADDITIONAL FUNCTIONALITY</b>	4

Cost effectiveness and proposed budget, as reviewed by THHI and the UNITY Advisory Committee will also impact final ranking. Below is a detailed breakdown of the scoring items and points per said item:

<b>Part A. User Interface/User Experience</b>	
<b>Item</b>	<b>Scoring</b>
Software has customizable workflow guidance that walks end-users through each step of the workflow process.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software has conditional logic to assist end users in not creating errors.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
All parts of software are in full 508 compliance.	Yes = 2 No = 0 (disqualifying)
End users can easily manage households before and during project enrollment.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software features modern website design principles to create a software that is easy to use and navigate.	Yes = 2 No = 0
Software is device-adaptive and can be used on any wi-fi enabled device (i.e. tablets, smart phones, desktops, laptops, etc.)	Yes, included = 2 Yes, for an additional charge = 1 No = 0
<b>Part B. Reporting</b>	
<b>Item</b>	<b>Scoring</b>
Software can generate standard reports required by HUD and other federal partners.	Yes, real time = 2 Yes, near real-time = 1 Yes, batch = 0 No = disqualifying
Software can generate ad hoc reports.	Yes, real-time = 2 Yes, near real-time = 1 Yes, batch = 0 No = disqualifying

Ad hoc reporting allows for the creation of custom variables.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Ad hoc reporting can perform simple functions (mathematical operations, length of time calculations, rankings, etc.).	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Ad hoc reporting can perform complex calculations and statistical analyses (standard deviation calculations, correlation analyses, ANOVA, etc.).	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Data quality reports offer client-level detail for resolving data quality issues.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Reports can aggregate results in exportable data visualizations.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Standard and ad hoc reporting is compatible with modern browsers (Mozilla, Chrome, Microsoft Edge, etc.)	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Aggregate reports and data visualizations can be directly embedded onto a public website for stakeholders and consumers to view.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Reports can be exported as excel files and pdfs.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Reporting allows for the creation of coordinated entry by-name lists and priority lists.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Part C. Customer Service and Support	
What is your average response time for support tickets received from customers?	Within the hour = 3 Within 24 hours = 2 Within 24-48 hours = 1 Longer than 48 hours = 0
Do you have staff available to work with customers across time zones?	Yes, included = 2 Yes, for an additional charge = 1 No = 0
How often do you collect customer feedback?	After every trouble ticket/interaction = 2 Monthly = 1 Less frequently than monthly = 0
How often do you review end-user feedback regarding your customer services?	At least monthly = 3 At least quarterly = 2 At least annually = 1 None of the above = 0
Are customers assigned a designated contact person for all things related to their contract with your company?	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Part D. Standard Functionality	
Software features user roles which system administrators can use to control data access and	Yes, included = 2 Yes, for an additional charge = 1

security.	No = 0
Software has features to prevent the creation of duplicate client records.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software has limited unplanned downtime and is readily available for users.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
System will automatically log users out after a period of inactivity.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
System will lock user accounts after a series of unsuccessful log in attempts.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software allows for the merging of duplicate client records.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software accepts document uploads into client records.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software can track used and available beds/units.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software features a resource guide for end-users to search for services.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software can export resource guide information to a forward-facing website that can be used by non-HMIS users.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software allows users to assess, make referrals, and accept referrals as part of a coordinated entry system.	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Part E. Additional Functionality	
Software can collect data for mapping (latitude and longitude, etc.).	Yes, included = 2 Yes, for an additional charge = 1 No = 0
Software can convert geospatial data into interactive maps.	Yes, included = 2 Yes, for an additional charge = 1 No = 0