MID FLORIDA HOMELESS COALITION, INC.
REQUEST FOR PROPOSALS FOR A
HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

Your RFP must be Arial 12pt double spaced with one inch side margins. You may use color printing and photographs in your RFP. RFPs must be submitted in two forms: five papers (1 original and four copies) and one in an electronic Microsoft Word format (not PDF). You may zip files if necessary. Attachments to the RFP may be in any other Microsoft program format.

IF YOU DO NOT FOLLOW THE ABOVE INSTRUCTIONS YOUR RFP WILL NOT BE CONSIDERED.

The Pre-Proposal Conference call will be held on Tuesday, August 13, 2013 at 3:00 p.m. EST. It is strongly recommended you attend. The conference number is 866-210-1669 and the participant code is 1580252. Email all question submissions to MFHCRFP@gmail.com no later than Tuesday, August 6, 2013 at 4:00 p.m. Final RFP Submissions must be received by August 23, 2013 at 4:00 p.m. All Questions and Answers from this Conference Call will be posted on our website www.midfloridahomeless.org under the Press tab.

NO EXCEPTIONS WILL BE MADE TO THE DEADLINES.

The mailing address for submission is:
Bruce Gimbel
RFP Committee, Chair
Jericho Road Ministries
1163 Howell Ave.
Brooksville, Florida 34601

The responsibility for submitting a response to this proposal on or before the stated time and date will be solely and strictly the responsibility of the Proposer. MFHC will, in no way be responsible for delays caused by email malfunctions, or caused by any other occurrence. Proposals must be mailed with one original printed copy (with appropriate signatures), four printed copies and one electronic copy (DVD/CD/USB). Proposals may not be faxed.
I. INTRODUCTION/BACKGROUND

The purpose of this solicitation is to procure the best value for the Mid Florida Homeless Coalition, Inc. (MFHC) in accordance with specifications and documents herein for providing a homeless management information system (HMIS) for the Mid Florida Homeless Coalition, Inc. and its Continuum of Care (CoC).

The MID FLORIDA HOMELESS COALITION, INC. (MFHC) is responsible for the coordination of services for homeless individuals and families throughout Mid Florida. We serve Citrus, Hernando, Lake, and Sumter counties. In the past, MFHC issued a Request for Proposals (RFP) for a Homeless Management Information System (HMIS) for its Continuum of Care (CoC). Responses to the RFP were reviewed and ranked by a committee. The award was given to Interthinx and its Domus system was implemented. Since that time, Non-Profit Industries purchased the Domus system, and we continued to use this system. This RFP solicits proposals that meet MFHC requirements to continue services and maintenance of its HMIS. Any contract awarded through this solicitation, must be to an entity that has existing HMIS products, at least one multi-agency customer, and the capability to maintain all existing services or to migrate the existing data and convert all current services.

It is anticipated that the term of the agreement issued as a result of this RFP will be for one year with up to five one-year renewals, subject to performance reviews and approval by MFHC Board of Directors, and the availability of funds.

II. PROPOSAL SUBMISSION AND TIMELINE

One unbound one-sided original, four unbound one-sided copies, and one electronic copy in Word format (a total of six copies) of the complete proposal must be received by Friday, August 23, 2013, no later than 4:00 P.M. The original, copies, and electronic copy (on CD/DVD/USB) of the proposal, must be submitted in a sealed envelope or box stating on the outside of the envelope, the proposer’s name, address, phone number, the due date of August 23, 2013 and the proposal title, "MFHC Homeless Management Information System RFP", to Bruce Gimbel, RFP Committee, Chair, Jericho Road Ministries, 1163 Howell Ave., Brooksville, Florida 34601. The proposal must be completed and signed by an officer of the company who is legally authorized to enter into a contractual relationship in the name of the proposer, and proposer(s) must affix the organization’s corporate seal to these documents. In the absence of a corporate seal, the proposal must be notarized by a Notary Public. The original copy of the proposal MUST be clearly marked as such on the envelope. THERE ARE NO EXCEPTIONS TO THE DUE DATES AND TIMES.
The anticipated schedule for the RFP is as follows:

RFP available to the public  
July 23, 2013

Vendor Questions due to MFHC  
August 6, 2013
By 4:00 p.m. Email to: MFHCRFP@gmail.com

Vendor conference call  
August 13, 2013
866-210-1669 code 3:00 p.m.
1580252

Proposals due, in writing, by 4:00 p.m. EST  
August 23, 2013

Bruce Gimbel, RFP Committee, Chair,
Jericho Road Ministries, 1163 Howell Ave,
Brooksville, Florida 34601

Presentations  
The week of August 26, 2013

RFP Ends and Award is made  
September 06, 2013

Please note that the foregoing schedule may be modified at the option of MFHC.

III. PRE-PROPOSAL CONFERENCE CALL

A Pre-Proposal Conference Call will be held as specified in the timeline. Attendance at the Pre-Proposal Conference Call is strongly recommended. Registration will be required. In order to maintain a fair and impartial competitive process, MFHC can only answer questions at the Pre-Proposal Conference Call and must avoid private communication with prospective proposers during the proposal preparation and evaluation period. Therefore, the Pre-Proposal Conference Call shall be the only opportunity for proposers to ask questions as to form and content. Please respect this policy and do not attempt to query MFHC personnel regarding this Request for Proposals except during the Pre-Proposal Conference Call. Any questions must be submitted via email to: MFHCRFP@gmail.com and must contain the proposal title: "MFHC Homeless Management Information System RFP". Questions are due according to the time table given above.

IV. CONTACT PERSON

The contact person for all inquiries regarding this RFP is Barbara Wheeler, Executive Director, MFHC. All inquiries should be emailed to MFHCRFP@gmail.org and must contain the proposal title: “MFHC Homeless Management Information System RFP”.
V. TERMS, CONDITIONS, AND GENERAL PROVISIONS

EXPECTATION OF VENDOR CONDUCT

Proposers are hereby advised that there is an expectation on MFHC’s part that from the time of advertising until the Award is made; there is a prohibition on communication with MFHC staff or members of the review/evaluation committee or the Board of Directors of MFHC. This expectation does not apply to oral communications at pre-proposal conferences, oral presentations before selection committees, contract negotiations, public presentations made to MFHC or the committee during any duly noticed meeting, communications in writing at any time with any MFHC employee, official or member of the Board of Directors of MFHC, unless specifically prohibited by applicable RFP documents. Any questions, explanations, or other requests desired by proposer(s) regarding this RFP must be requested through the Contact Person (see Section IV). Among other penalties available under law, violation of these provisions by any particular proposer shall render any RFP award to such proposer voidable by MFHC, at its sole discretion. Should any proposer or agent acting on their behalf attempt to influence the decision process of the RFP, MFHC will also reject that proposer’s application without further consideration.

EXPENSE OF PROPOSALS

All expenses involved with the preparation and submission of Proposals to MFHC shall be borne by the proposer.

WITHDRAWAL OF PROPOSALS

Any proposal may be withdrawn up until the date and time set above for submission of the proposals. Any proposals not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of ninety (90) days to provide services as set forth herein.

MFHC OPTIONS

1. MFHC may, at its sole and absolute discretion, reject any and all proposals; re-advertise this RFP; postpone or cancel, at any time, this RFP process; or waive any irregularities in this RFP or in the proposals received as a result of this RFP. Also, the determination or the criteria and process whereby proposals are evaluated, the decision as to who shall receive a contract award, or whether or not an award shall ever be made as a result of this RFP, shall be at the sole and absolute discretion of the MFHC.

2. The submittal of a proposal by a proposer will be considered by MFHC as constituting a firm offer by the proposer to perform the required services at the stated fees.

3. In no event will MFHC permit modification to a proposal after it has been submitted.

CONTRACTING PROCESS

Successful proposers will be required to submit all documents necessary for contract development (e.g. revised budget(s), scope(s) of service, insurance certificates, affidavits, workplan(s), etc.) within two weeks from receipt of notice of contract award from MFHC.
REVIEW OF PROPOSALS

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in the RFP. A responsive proposal is one which follows the requirements of the RFP, includes all documentation, is submitted in the format outlined in the RFP, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may deem your proposal non-responsive. No notice is required of MFHC to any noncompliant proposer. MFHC will, however, advise you that your proposal has been received and will notify you that your proposal is being scored, (if chosen) notify you that a presentation is required, and notify the top vendor of the notice of Award. No other notices are given by MFHC.

ADDITIONAL INFORMATION/ADDENDA

Requests for additional information or clarification must be made in writing and received by MFHC for this RFP no later than the deadline for receipt of questions specified in the RFP timetable. The request must contain the RFP title, proposer's name, address, and phone number. MFHC will issue responses to inquiries and any other corrections or amendments it deems necessary in written addenda issued prior to the proposal due date via its website at www.midfloridahomeless.org. Proposers should not rely on any representations, statements or explanations other than those made in this RFP or in any written addendum to this RFP. Where there appears to be a conflict between the RFP and any addenda issued, the latest addendum issued shall prevail. Addenda will be posted to its website so that any knowledge may be shared equally.

It is the proposer's responsibility to assure receipt of all addenda. The proposer should verify with the designated contact persons prior to submitting a proposal that all addenda have been received. Proposers are required to acknowledge the number of addenda received as part of their proposals (Attachment 2). Proposers who obtain copies of the RFP from sources other than MFHC risk the potential of not receiving addenda, since their names will not be included on the only list for that particular RFP. Such proposers are solely responsible for those risks.

Any questions, issue, objection or disagreement concerning, generated by, or arising from the published requirements, terms, conditions or processes contained or described in the solicitation document shall be deemed waived by the protester and shall be rejected as a basis for a bid protest unless it was brought by that bidder or proposer to the attention, in writing, of the contact person for MFHC that issued the solicitation document, at least four working days (not less than 48 hours) prior to the hour of proposal submission. The purpose of this requirement is to expedite the procurement process by allowing MFHC the opportunity to consider, and to resolve or clarify in a timely fashion, through the issuance of a remedial solicitation addendum, if appropriate, any such questions, issue, objection or disagreement, but not limited to ambiguities or inconsistencies within the document.

PROPRIETARY/CONFIDENTIAL INFORMATION

No information received by MFHC during the RFP process will be made public. It will be made available to MFHC staff, the review committee, the MFHC Board of Directors
and others directly involved with this RFP process. Non-disclosure agreements will be signed by all directly involved persons.

RULES, REGULATIONS, AND LICENSING REQUIREMENTS

The proposer shall comply with all laws, ordinances, and regulations applicable to the services contemplated herein, especially those applicable to conflict of interest and collusion. Proposers are presumed to be familiar with all Federal, State, and local laws, ordinances, codes, regulations, and licensing requirements that may in any way affect the services offered, especially Executive Order No. 11246 entitled “Equal Employment Opportunity” and as amended by Executive Order No. 11375, as supplemented by the Department of Labor Regulations (41CFR, Part 60), the American with Disabilities Act of 1990 and implementing regulations, Rehabilitation Act of 1973, as amended, Chapter 553 of Florida Statutes and any and all other local, State and Federal directives, ordinances, rules, orders, and laws relating to people with disabilities.

AUDIT

Successful proposer(s) must provide MFHC with annual, audit reports performed by independent auditors covering each of the successful proposer(s’) fiscal years for which funds are awarded. Audits of government entities must comply with OMB Circular A-128. Audits of non-government entities, hospitals, and institutions of higher education must comply with OMB Circular A-133. Audits of for-profit organizations must comply with OMB 48CFR, Subpart 31.

The successful proposer’s books and records, as they relate to the contract to be awarded, must be made available for inspection and/or audit by MFHC, or any organization conducting reviews on behalf of MFHC without notice. In addition, all records pertaining to the contract must be retained in proper order by the successful proposer(s) for at least five (5) years following the expiration of the agreement.

OFFICE OF INSPECTOR GENERAL REVIEW

This RFP process will result in an award of contract for services paid for with the Department of Housing and Urban Development (HUD) funds. MFHC, and HUD, maintain an absolute right, without reservation to audit, review, and request any and all related information necessary to conduct any necessary review in the sole opinion of HUD and/or MFHC in the conduct of the awarded contract.

Nothing contained above shall in any way limit the powers of the Inspector General to perform audits on this contract, once awarded.

ASSIGNMENT

The successful proposer shall not enter into any subcontracts, retain consultants, or assign, transfer, convey, sublet, or otherwise dispose of the ensuing contract, or any or all of its rights, title or interest herein, or its power to execute such contract to any person, company or corporation without the prior written consent of MFHC. Consent of MFHC does not confer upon the subcontractor any direct right of action against MFHC, or action against MFHC through the successful proposer, or involve MFHC in any expense.
TERMINATION OF THE AGREEMENT

If the successful proposer(s) fails to fulfill, in a timely manner, its obligations under the ensuing contract, or shall violate any of the covenants, agreements, stipulations, representations or warranties hereof, MFHC shall have the right to terminate this Agreement or reduce services by giving at least five (5) days prior written notice to the successful proposer of such intent to terminate or reduce services.

CANCELLATION OF THE CONTRACT

MFHC may cancel the ensuing contract without stated cause at any time by giving thirty (30) days prior written notice. Notice will be sent by certified mail to the identified contact on Attachment 1.

PERSONNEL

In submitting their proposals, proposers are representing that the key personnel described in their proposals shall be available to perform the services described, barring illness, accident, or other unforeseeable events of a similar nature in which cases the successful proposer must be able to provide a qualified replacement. Any key replacements must be approved by MFHC prior to providing services. Furthermore, all personnel shall be considered to be, at all times, the sole employees of the successful proposer under its sole direction, and not employees or agents of MFHC.

INDEMNIFICATION

The successful proposer shall be required to indemnify and hold harmless MFHC, and its past, present and future employees or agents, harmless from any and all claims, liability, losses and causes of action which may arise out of the fulfillment of the ensuing contract. The successful proposer shall pay all claims and losses of any nature whatever in connection therewith, and shall defend all suits, in the name of MFHC when applicable, and shall pay all costs and judgments which may issue therefrom, except for those caused by the sole negligence of MFHC employees or officers.

INSURANCE

During the term of the Agreement, Contractor at its sole expense shall provide insurance of such a type and with such terms and limits as noted below. Providing and maintaining adequate insurance coverage is a material obligation of Contractor. Contractor shall provide MFHC a certificate(s) of insurance, evidencing such coverage. Contractor's insurance company shall name MFHC as an additional insured for Contractor's General Liability and Automobile Liability policies and shall waive all rights of subrogation against MFHC for Contractor's General Liability, Automobile Liability and Worker's Compensation Liability policies. Contractor's insurance coverage shall be primary insurance as respects to MFHC. All insurance policies shall be through insurers authorized or eligible to write policies in Florida and possess an A.M. Best rating of A- or
better. The limits of coverage under each policy maintained by Contractor shall not be interpreted as limiting Contractor’s liability and obligations under the Agreement.

COMMERCIAL GENERAL LIABILITY: Coverage must be afforded under a per occurrence form policy for limits not less than $1,000,000 each occurrence, $1,000,000 products / completed operations each occurrence, $1,000,000 personal and advertising injury liability, $1,000,000 each occurrence, $50,000 fire damage liability and $5,000 medical expense.

AUTOMOBILE LIABILITY: Coverage must be afforded including coverage for all Owned vehicles, Hired and Non-Owned vehicles for Bodily Injury and Property Damage of not less than $1,000,000 combined single limit each accident. In the event the Contractor does not own vehicles, the Contractor shall maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.

WORKERS COMPENSATION AND EMPLOYER'S LIABILITY: Coverage to apply for all employees at STATUTORY Limits in compliance with applicable state and federal laws; if any operations are to be undertaken on or about navigable waters, coverage must be included for the US Longshoremen & Harbor Workers Act. Employer's Liability limits for not less than $100,000 each accident $500,000 disease policy limit and $100,000 disease each employee must be included.

Upon Notice of Intent to Award, the Successful Bidder ("Contractor") shall have five (5) business days to provide MFHC with certificate(s) of insurance evidencing that they have the required policies and limits noted below.

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the contractor, his agents, representatives, employees or sub-contractors. The coverage’s, limits or endorsements required herein protect the primary interests of MFHC, and these coverage’s, limits or endorsements shall in no way be required to be relied upon when assessing the extent or determining appropriate types and limits of coverage to protect Contractor against any loss exposures, whether as a result of the Project or otherwise. The requirements contained herein, as well as MFHC’s review or acknowledgement, is not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by Contractor under a contract.

*Mid Florida Homeless Coalition, Inc., its officials, employees and volunteers are to be covered as an additional insured with a CG 2010 Additional Insured – Owners, Lessees, or Contractors, or CG 2026 Additional Insured – Owners, Lessees, or Contractors – Scheduled Person or Organization endorsement, or similar endorsement providing equal or broader Additional Insured coverage in respects to: Liability arising out of activities performed by or on behalf of Contractor; products and completed operations of Contractor; or automobiles owned, leased, hired or borrowed by Contractor. The coverage shall contain no special limitation on the scope of protection afforded to MFHC, its officials, employees or volunteers.*
Contractor’s insurance coverage shall be primary insurance as respects MFHC, its officials, employees and volunteers. Any insurance or self-insurance maintained by MFHC, its officials, employees or volunteers shall be excess of Contractor's insurance and shall be noncontributory.

Contractor, and its insurance carrier, waives all subrogation rights against the Mid Florida Homeless Coalition, Inc. for all losses or damages which occur during the Contract, and for any events occurring during the contract period, whether the suit is brought during the contract period or not.

Mid Florida Homeless Coalition, Inc., its officials, employees and volunteers are to be covered as an additional insured in respects to: Liability arising out of activities performed by or on behalf of Contractor; products and completed operations of Contractor; or automobiles owned, leased, hired or borrowed by Contractor. The coverage shall contain no special limitation on the scope of protection afforded to County, its officials, employees or volunteers.

Contractor’s insurance coverage shall be primary insurance as respects County, its officials, employees and volunteers. Any insurance or self-insurance maintained by MFHC, its officials, employees or volunteers shall be excess of Contractor's insurance and shall be noncontributory.

Contractor, and its insurance carrier, waives all subrogation rights against the Mid Florida Homeless Coalition, Inc. for all losses or damages which occur during the contract and for any events occurring during the contract period, whether the suit is brought during the contract period or not.

For any contractor/employer/owner who has exempt status as an individual, MFHC requires proof of workers’ compensation insurance coverage for that contractor/employer/owner’s employees. If the contractor/employer/owner or individual has applied for a workers’ compensation exemption, MFHC does not recognize this exemption to extend to the employees of the contractor/employer/owner. The contractor/employer/owner is required to provide proof of coverage for their employees. This applies to all contractors/employers/owners including but not limited to the construction industry.

The purpose of this section is to ensure that all contractors, sub-contractors, sole proprietors, or business entities of any kind who contract with MFHC for provision of goods or Services, provide workers’ compensation coverage for all employees, and principles of sub-contractors, sub-contractors, sole proprietors, or other business entities. All provisions of this Section shall be construed in accord with this intent.

OTHER INSURANCE PROVISIONS

a. Contractor shall provide a Certificate of Insurance to County with a thirty (30) day notice of cancellation, ten (10) days notice if cancellation is for nonpayment of premium. The certificate shall indicate if coverage is provided under a "claims made" or "per occurrence" form. If any coverage is provided under a claims made form, the certificate will show a retroactive date, which should be the same date of the contract (original if contract is renewed) or prior.

b. Contractor has sole responsibility for all insurance premiums and shall be fully and solely responsible for any costs or expenses as a result of a coverage deductible, co-insurance penalty, or self-insured retention; including any loss not covered because of
the operation of such deductible, co-insurance penalty, self-insured retention, or coverage exclusion or limitation. For deductible or self-insured amounts that exceed $10,000, Contractor shall maintain a Commercial Surety Bond in an amount equal to said deductible or self-insured retention.

c. All required insurance policies must be maintained until the contract work has been accepted by County. In addition, a minimum 30-day notification clause is required if any changes in policy language occur, or in the event the policy is canceled.

d. **The Certificate Holder should read as follows:** Mid Florida Homeless Coalition, Inc., P.O. Box 3031, Inverness, FL 34451-3031

e. It is Contractor’s responsibility to insure that all sub-contractors comply with these insurance requirements. Contractor shall include all sub-contractors as insured under its policies or shall furnish separate certificates and endorsements for each sub-contractor. All coverages for sub-contractors shall be subject to all of the requirements stated herein.

f. All required insurance policies must be written with an insurance carrier having a minimum A.M. Best rating of A-.

**EQUAL OPPORTUNITY EMPLOYMENT**

Proposers agree that there will be no discrimination as to race, sex, religion, color, age, creed, sexual orientation, gender identity, or national origin in regard to obligations, work, and services performed under the terms of any contract ensuing from this RFP. Proposers must agree to comply with Executive Order No. 11246 entitled "Equal Employment Opportunity" and as amended by Executive Order No 11375, as supplemented by the Department of Labor Regulations (41CRF, Part 60).

**E-Verify:**

All new employees hired after 5/10/2011 must be verified through the E-verify system. Background for the system:

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Social Security Administration (SSA) and U.S Citizenship and Immigration Services (USCIS), formerly the Immigration and Naturalization Service (INS), to initiate an employment verification pilot program. Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as Basic Pilot. E-Verify implement the legal requirements in IIRIRA by allowing any U.S. employer to verify the employment eligibility of all its newly hired employees.

E-Verify has an average of 1,400 new employer enrollments per week. E-Verify is a voluntary program for most employers, but mandatory for some, such as employers with Federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause and employers in certain states.
E-Verify is an Internet-based system operated by DHS in partnership with SSA that allows participating employers to electronically verify the employment eligibility of their newly hired employees.

E-Verify works by electronically comparing the information on an employee’s Form I-9 with SSA and DHS records to verify the identity and employment eligibility of each newly hired employee.

At this time, an employer can verify the employment eligibility of only one person at a time within E-Verify. All new, temporary, seasonal, and rehire employees must be entered into E-Verify individually.

E-Verify is free and the best means available to determine the employment eligibility of new hires and the validity of their Social Security numbers (SSNs). E-Verify is currently available in all 50 states, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

ACKNOWLEDGMENT OF ADDENDA (Attachment 2)

Proposers must complete and return this form whether or not addenda are issued pursuant to the RFP.

VI. PROPOSAL FORMAT

Instructions To Proposers

Proposers should carefully follow the format and instructions outlined below, observing format requirements where indicated. All materials (except for plans and schematics, if any) are to be submitted on 8 ½” X 11” pages, neatly typed on one side only, with one inch side margins and spacing with Arial Font, 12pt and double spaced. All documents and information must be fully completed and signed as required. The original document and four copies must not be bound except with a binder clip. The electronic copy should be captured on CD/DVD/USB Drive. Proposals that do not include the required documents may be deemed non-responsive and will not be considered for contract award. The proposal must include the following information:

1. Cover Page

The attached form (Attachment 1) is to be used as the cover page for the proposal. This form must be fully completed and signed by an authorized officer of the proposer submitting the proposal.

2. Table of Contents

The table of contents should outline in sequential order the major areas of the
proposal. All pages of the proposal, including the enclosures, must be clearly and consecutively numbered and correspond to the table of contents.

3. Executive Summary

Provide a brief summary describing the proposer's ability to perform the work requested in the RFP; a history of the proposer’s background and experience in providing similar services; the qualifications of the proposer's personnel to be assigned to this project; the subcontractors or sub consultants and a brief history of their background and experience; and, any other information called for by this RFP which the proposer deems relevant, including any exceptions to this RFP. This summary should be brief and concise and limited to three (3) pages, to advise the reader of the basic services offered, experience, and qualifications of the proposer, staff, subcontractors or sub consultants and any other relevant information.

VII. SCORING AND SERVICES

All Submissions will be scored as described hereafter. The points awarded under the contract will be 100 points based on the responses received and how completely you respond to the question and meet the requirement. Usability – 25 points, Reporting – 25 points, Migration – 15 points, Internal Administration – 15 points, and Price Scoring – 20 points.

In responding to questions, please limit yourself to current functioning components within your system implementations. Please do not include potential or future implementation plans for your system unless asked to do so.

Proposals must provide a detailed description that demonstrates that the proposed Homeless Management Information System can provide the mandatory requirements listed below. Proposals that do not meet the mandatory requirements or that fail to provide supporting documentation will not be considered for the award.

1. Technical Function
   a. Web-based system accessible via a web browser from any location acceptable to the CoC.
   b. Meets all HUD and HIPPA requirements. Some of these are outlined below:
      i. provide data entry validations, logic, and mandatory input fields;
      ii. provide error checking functions that can identify out of range values and missing data;
      iii. provide data cleaning tools, including those that facilitate the non-duplication of records;
      iv. technical safeguards to ensure a high level of client confidentiality, specifically related to backend server(s) and data encryption and transmission;
      v. provide an administrative management tool; and
vi. have a data dictionary that defines all data elements as well as primary/foreign key associations.
c. Meets, at minimum, all data and security standards outlined in HUD’s Data and Technical Standards Final Notice.
d. Complies with HUD’s HMIS Data standards and all HMIS, ESG, and HEARTH Act compliance and reporting requirements.
e. Able to fully comply with the data collection and reporting requirements for the SAMHSA funded Projects for Assistance in Transition from Homelessness (PATH) programs according HUD revised data standards for HMIS.
f. Ensure client data confidentiality (HIPAA, client consent to share) while providing de-duplication of data.
g. Provide automatic timeout/logoff, automatic save, and the ability to lock out inactive users.
h. Provide role-based security for read/write/edit/delete permissions, module and sub-module access. Has the ability to flag certain data elements as HIPAA protected to determine which client data elements can be shared between agencies.
i. Provide an automated audit trail.
j. Provides a configurable password policy (password standards and frequency for required change).
k. Provide different methods of identification integration (Swipe Cards, Bar Codes, etc.)

2. Reporting
a. The HMIS must be able to deliver detailed and correct HUD mandated reports and other customizable reports including, but not limited to: tracking income, homelessness, employment, benefit status, and performance measurements. These reports shall encompass various points in time over the duration of data collection.
b. HMIS must provide built-in standard reports and forms for the U.S. Department of Housing and Urban Development (HUD) such as:
i. Annual Performance Report (APR) (Describe the ability of the HMIS to generate a complete Annual Progress Report as required by U.S. HUD and the estimated number of hours to generate the report. Provide sample reports, as attachments.)
ii. Annual Homelessness Assessment Report (AHAR) Data Shell
c. Must provide ability to generate non-standard reports such as monthly demography statistic reports, client level report, agency level report, and administrative report as well as other federal, state and local grant reports and forms.
d. Provide HUD Performance Measures.
e. Provide Data Quality Report detailing missing or null data as well as client level audit reporting for HUD reports.
f. Provide Point In Time counts. (Describe the ability of the HMIS to generate a complete Point in Time report, including the ability to de duplicate individuals. Provide sample reports as attachments.)
g. Provide ability to generate customized, ad-hoc reports, and to memorize these reports.

h. Provide system-wide reports to demonstrate the usage of services, based on data collected by multiple users and multiple agencies (to address recidivism.)

i. Able to produce monthly statistical reports capturing different data elements, with the flexibility to address evolving local priorities.

j. Provide system level bed management reports that can be generated such as a daily bed register.

k. Provide various formats so the reports can be viewed/saved/exported/printed; such as on-screen, PDF, Excel, Word, etc.

l. Provide ability to generate queries to extract information based on specific data elements or configurations of data elements to use with industry standard applications and spreadsheets.

m. Provide ability to schedule reports to generate nightly and/or schedule future dates.

Describe in detail the proposed HMIS’ capacity to produce pre-designed and customized administrative and service-specific reports, and any highly developed reporting system (especially if available through your subcontractor). Provide a description and provide samples (as attachments) of all pre-designed general reports, including but not limited to, Exhibit I: HUD-40076 (CoC), PATH, Attachment 3 reports, etc. Include any requirements for ancillary software/linkages to third-party report generators which permit users to query and extract information from the HMIS. Provide a cost and time estimate for completing the reporting in response to the budget section.

Describe in detail HMIS capacity to produce ad hoc reports at the agency or case manager level. Provide a detailed description of the support and training provided to case managers to obtain and maintain proficiency. Describe the reporting module and describe if the module is integrated or separate and any additional costs. Describe if the case manager can print case notes for paper files (one button print functionality).

3. Disaster Recovery and Technical Support

a. The selected Provider shall host the HMIS and deliver ongoing support, maintenance, management, security, and protection of the data and the system operating environment.

b. The Provider must provide backup procedures and off-site storage facilities.

c. The Provider must provide restoration procedures for the application and data at the host level.

d. The Provider must provide recovery procedures for historical data at the host level.

e. The Provider must provide escalation procedure for a major outage to ensure that proper attention is given to the condition and that specific action is taken to expedite the restoration.
f. The Provider must provide technical support to administrators.
g. The Provider must provide Data Migration and Integration.
h. The selected provider must migrate data all HMIS services and data from the current environment, Domus operated by Non-Profit Industries, Inc., to new system.

Describe the proposed HMIS system’s disaster recovery plan. Describe the proposed HMIS system’s security provisions.

4. Usability
   a. Simple, intuitive web-based interface.
   b. Provide context sensitive online help.
   c. Provide centralized administration - User ID’s, password resets, etc.
   d. Include links to data in email notifications.

5. Professional Services/Support
   a. Implementation timeframe.
   b. Provide on-site training; support for train-the-trainer methodology with an option of web based training information.
   c. Include technical support during business hours via web portal, email and telephone.
   d. Must offer after-hours support.
   e. Provide a Service Level Agreement (SLA) for support response times.
   f. Community forum and product feedback center.
   g. Online knowledge base.

Describe the ability for local users to configure and manage the software interface to meet local operational requirements. Please include detailed information regarding agency administration and the ability for local communities to set up and edit agency and program profiles by Agency, Program, and Specific Site, and the ability to add data elements. Describe how different levels of access can be provided for different categories of clients (i.e. DV or HIV/AIDS) and the ability to restrict or open case notes and other information. Please include charges, administration time, and server requirements for monthly off site data backup. Also include the system’s capacity for data migration, conversion, or integration, as well as the capacity for exporting data.

6. User Capacity
   a. 50-100 user licenses with ability to increase to meet any CoC requirements.
   b. 2 system level administrator logins, 30 agency level administrator logins.

7. Operational History
   a. Provide a summary of operational history including years of operation and ownership. (Proposals with products in the development phase will not be considered.)
   b. Provide a list of current customers and contact information.
Ensure that your proposal addresses all of the above as well as those below:

- **Operations** - Describe the ability of the system to document incidents and perform agency accounting functions. Include in the description how case manager units of service can be tracked by HMIS. Detail how financial assistance can be tracked by HMIS. Detail how non-cash assistance (i.e. bus passes) can be tracked.

- **HUD HEARTH Act** - Describe your system’s ability to comply with the data requirements of the HEARTH act. Describe any changes already made to your system reporting or data collection to comply with expanded data requirements from HUD. Describe your understanding of expanding data needs prescribed by the HEARTH act.

- **Data Error Detection** - Describe the proposed HMIS system’s current ability to error check and communicate such errors to the HMIS Administrator. What reports, processes and other functions ensure data entry errors, error conflicts and other data errors are identified to the administrator and others who utilize the system.

- **Client Intake & Exit & Entry** - Describe how the proposed HMIS system takes a complex process and make it easier for an end user to complete. Describe how HMIS enables case managers to collect client demographic data at time of intake and discharge for an individual as well as members of a family. Also describe how the system addresses outreach activities and discharge circumstances.

- **Information & Referral Capability** - Describe how HMIS provides data on the network of available services within the homeless Continuum of Care. Include detailed information on how agencies are notified (e.g. e-mail notification) of pending/accepted referrals.

- **Shelter/Bed Management** - Describe how HMIS allows caseworkers to assess bed availability and manage bed assignments via the assignment of shelter beds and bed numbers. Describe if the process is the same or different for transitional housing and permanent housing. Describe how this is handled with individual's beds as well as units.

- **Client Assessments and Other Care Management Tools** - Describe HMIS capacity for client needs assessment, treatment/service plans, and goal setting. Please include information regarding the system’s ability to assess mental health, substance abuse, and other special needs and plan treatment accordingly.

- **Software Design** - Please begin with a brief description of the database architecture of your system. (Do not provide proprietary information.) Please describe how variables in your system design are related to each other. Please
describe what language your system is programmed in and whether or not that is open source or proprietary. Please detail whether or not your system is fully HUD compliant with all HUD variables and data.

- **Hardware Configuration** - Describe the minimum required workstation hardware configuration. Describe the required network server hardware configuration. Recommend the required hardware and software for the workstations and servers, in order to run the system at peak efficiently. Describe any optional features.

- **Configuration Management & System Maintenance** - Describe how software and hardware system maintenance will be provided (including 3rd party software/hardware). This discussion shall include any project management and technical support available and on-site support available. Describe the process used for customer support. Describe the process used when handling customer requests for added functionality. Address the warranty period and the post warranty approach. Describe any (routine or otherwise) system down time required for routine maintenance. Describe protocols for back-up of system data and disaster recovery.

- **User Interface** - Describe the user interface proposed for the system. Describe all navigational systems (menus, windows, etc.) that are used to run the proposed software system.

- **On-Line Help** - Describe all forms of on-line help included with the system proposed, including hours of operation of helpdesk. Describe in detail your policy for support of case managers, end users, coalition staff, and database manager staff including any costs for support and the avenues through which support can be obtained. Quantify the numbers of support personnel available to assist callers/emails.

- **Training** - Describe the general approach to customer training and any variations. Describe each phase of the proposer’s training program. Provide training recommendations and an estimate of time required for performing training on the proposed system based on user estimates. Include costs of training and variations in the section on budget.

- **Implementation Plan** - Provide a preliminary implementation plan and schedule of events in the form of a timetable addressing the following:
  - a. Award of Contract
  - b. Installation of Software Describe the installation approach. Discuss any unique hardware or system constraints. Discuss any network constraints and capabilities. Provide installation and test times based on prior installations.
  - c. Training - Please specify the number of sessions for pre and post activities.
  - d. Local System Design
e. Possible Data Conversion - Discuss the proposer’s capacity to import data from an existing HMIS to your HMIS.

f. Actual Implementation

- Proposer’s Experience and Past Performance - Describe the proposer’s past performance and experience and state the number of years that the proposer has been in existence, the amount of time running a fully compliant HMIS Software solution, the current number of employees, and the primary markets served.

- Provide a detailed description of comparable contracts (similar in scope of services to those requested herein) which the proposer has either ongoing or completed within the past three years. The description should identify for each project: (i) the client, (ii) description of work (iii) total dollar value of the contract, (iv) contract duration, (v) customer contract person and phone number for reference, (vi) statement or notation of whether proposer is/was the prime contractor or subcontractor or sub consultant, and (vii) the results of the project. Where possible, list and describe those projects performed for similar size private entities.

- Describe any other experiences related to the work or services described in the Scope of Services (Refer to Section VI), and any other information which may be specific to the required services to be provided (e.g., software/hardware information, training, etc.)

- Service Tracking & Outcomes - Describe HMIS capacity for recording service delivery and service tracking. Fully describe the HMIS capacity to track outreach efforts, client progress, outcome measures, follow-up information as clients exit the program, and disposition codes.

- Please describe key personnel involved in this project.

- Please provide information on provisions for the protection of the source code.

- Describe the frequency of data backup and how it is facilitated.

- Please describe HMIS capacity to protect the confidentiality of data as required by HIPAA. Include system’s ability to share and restrict data within and between agencies and users at different levels.

- Please describe the system’s capacity for full hosting.

- Please describe any system downtime in the past 12 months. Include the length of time that end users were unable to access the HMIS.
In addition to the above requirements, document the capability of the system to do the following:

(Should your system currently not have the ability to do any of these, indicate whether or not these are being developed, and if so, where they are in the development process.)

- Assessment Tool that can be used for Centralized Intake.
- Collect data and provide reports for the U.S. Department of Veterans Affairs Grant and Per Diem (GPD), HUD-VA Supportive Housing (HUD VASH), and Supportive Services for Veteran Families (SSVF) programs.
- Have an open architecture for API and/or web services development to allow integration of existing data gathering systems and how this is handled.
- HMIS data available for download to the MFHC and/or local agencies (HUD supported CSV and XML schemas).
- 3rd Party Database Synchronization - Describe in detail of your software’s ability to synchronize/incorporate data received from another database collecting client level information. Describe how current users of your software are currently using this synchronization. Describe the proposed system’s ability to synchronize data with other HMIS systems or databases. Describe any connectivity with consolidated plan goals (IDIS) and/or e*Snaps. Describe if electronic medical records can be accessed or included.
- Mobile Capabilities (Android, Ipad, IPhone) - Describe in detail how your system software can be utilized on mobile platforms such as the Android platform, Apple Platform (IPhone/I pad). Describe how current users are utilizing your system on mobile platforms.
- Allow domestic violence/sexual assault centers ability to upload aggregated data to protect client confidentiality.
- Produce the HUD Housing Inventory Count and maintain a detailed Housing Inventory list that tracks changes to beds.
- Capture the needed data and be able to produce Homelessness PULSE Project (PULSE) report

If you have indicated that you have the capacity to do any of the above, be prepared to show this data should you be asked to provide a demonstration of such.

Budget

Include a line-item budget and budget narrative for start-up and annual operations. Please provide three (3) budget projections with 30 agencies and: 1) 50 and 2) 75 and 3) 100 individual users with a breakdown of any additional cost per user should this limit be exceeded.
Please address all of the following elements, as applicable:

Number of Full Time/Part Time FTE’s required to maintain system and generate reporting (for reporting see Attachment 3).
Annual Support/Maintenance/License Fees and the basis for those fees (concurrent user fees, per user fees, etc.)
  Initial Software License Fees
  Training Fees
  Hosting Fees (Full Hosting)
  Disaster Recovery Fees
  Data Migration/Conversion Fees
  Preparation of all required reports (Attachment 3) prior to implementation.
Incorporation/Synchronization of Data from 3rd party software (Non-proposer database) or ‘databridge’.
Proposer –must provide a detailed data conversion/migration plan, timetable for an October 1, 2013 start-up, and associated costs.
  Encryption
  Report Writing module (if additional cost and the basis of cost)
  Ad-Hoc Reporting Fees including cost of Ad-hoc software/training.
  Data Upload Fees from another system
Mobile fees for any customization for the mobile platform detailed by platform and any associated maintenance fees.
  Customization Fees
  Other Fees
  Customizable Workflow for complex or specific agency needs.
Data validation upon entry
Routine Data Synchronization from third party software (ETO, etc.) to the proposer’s system and costs of that data synchronization.
  Training
  Maintenance of the Live and Training Sites
  Technical Support

VIII. SELECTION CRITERIA

The rating criteria to be employed by the Selection Committee will consist of 100 total points broken down by Proposal section as follows:

Maximum points in each category will be awarded based on the Proposer’s ability to fully address all items as described in Technical Information Section.

X. ATTACHMENTS

This request for proposals has the following exhibits and attachments:

  Attachments:
1. MFHC Proposal Form
2. Acknowledgement of Addenda
3. HMIS custom reporting requirements
MID FLORIDA HOMELESS COALITION, INC.
HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS)
PROPOSAL FORM

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Names of other entities in collaborative:

________________________________________________________________________
________________________________________________________________________
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I certify that all of the information contained in this proposal is true and accurate. I further understand that material omission or false information contained in this proposal constitute grounds for disqualification of the proposer(s) and this proposal.

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Corporate Seal

OR  Sworn to and subscribed
Before me this day of , 20

NOTARY PUBLIC
Notary in the county of , state of .
ACKNOWLEDGEMENT OF ADDENDA
MID FLORIDA HOMELESS COALITION, INC.

Directions: Complete Part I or Part II, whichever applies

PART I: Listed below are the dates of issue for each Addendum received in connection with this RFP:

Addendum #1, Date __________________________, 2013
Addendum #2, Date ___________________________, 2013
Addendum #3, Date ___________________________, 2013
Addendum #4, Date ___________________________, 2013
Addendum #5, Date ___________________________, 2013
Addendum #6, Date ___________________________, 2013
Addendum #7, Date ___________________________, 2013
Addendum #8, Date ___________________________, 2013
Addendum #9, Date _____________________________, 2013
Addendum #10, Date ___________________________, 2013

PART II

______ No Addendum was received in connection with this RFP.

Proposer (Name of Organization)

Proposer (Signature of Representative) Date

Proposer (Print Name of Representative)
Reporting Needed from HMIS

All Agency Reports:

Monthly HMIS Report card for each participating agency
- Percentage of data completeness for the agency and by program
- Score by total agency and by program

Coalition wide report card for MFHC ED with all information detailed above plus:
- Percentage of data completeness
- Top 5 scoring agencies
- Bottom 5 scoring agencies

Monthly PIT as of 4th Wednesday of the month
In addition to the HUD standard PIT report MFHC is requesting the following data:
- Number sheltered by agency
- Percentage of capacity by coalition for ES and TH
- Percentage capacity by agency
- Number of unsheltered persons by program
- Number of and percentage of persons not appearing in previous PIT
- Number of and percentage appearing in previous PIT
- Cumulative total of individuals seen on an 1/1 to 12/31 basis

Quarterly AHAR Summary
In addition to the HUD standard AHAR report MFHC is requesting the following data:
- Agencies not reporting in at high enough data quality to be acceptable
- Any table shells falling below 90% reporting

Quarterly summary of information for ES, TH, PSH, and S+C
- Percentage occupancy by program
- Percentage occupancy by category ES, TH, PSH, and S+C
- Average length of stay for persons remaining in a program by program and category
- Average length of stay for persons who exit a program by program and category
- Percentage of persons who exit to a destination other than PH by program and category
- Percentage of persons staying who are employed by program and category
- Percentage of persons who exit a program with employment by program and category

CoC Program Reports

Monthly APR of all CoC programs with the following additional information
- Grantee to receive a list with the names of all stayers and leavers
- MFHC to receive a list of total number remaining in each program and total number who have left

Summary Services Only Programs
- Number of persons seen
- Percentage referred to other agencies
- Percentage served by other agencies
- Number of services provided
- Percentage who exit to PSH
- Percentage who exit other than PSH