

HMIS Software RFP FAQs—posted February 26, 2010

RFP Organization

Is there a coversheet and table of contents for the RFP? The distinction between some of the Appendices is a bit vague at points. **Answer:** Yes. This will be available upon request by Monday, March 1.

Can we remove the requirement for a complete copy of the RFP to reduce printed pages/negative environmental impact? **Answer:** Yes. It is fine to just submit the answers.

Vendor Presentations

Have you had vendors do presentations yet? **Answer:** Not since we became serious about releasing an RFP. It has been over a year since we've had vendors visit the HMIS Committee.

Selection Criteria and Process

Could you give us some sense of the importance or weight of the six major selection criteria listed on pages 7 and 8 of your RFP. Most notably, is cost a driving criterion? **Answer:** At this point in the selection process, we are not weighting separate domains. While cost is a consideration, ease of use and ability to report also important.

Will there be a semi-selection? **Answer:** Yes, the top four or five vendors will be chosen to present to the HMIS Policy Committee and the HMIS User Group. We will also ask these vendors to set up kiosks. This will require a minimum one day per vendor commitment per vendor.

Requirements

Your RFP states that periodic upgrades from the selected bidder must “meet all State and Federal Requirements at no additional charge.” Are we correct in assuming that this applies only to HMIS requirements? **Answer:** Yes.

General Requirement Specification 19 states that the system accessibility level must comply with the standards set forth in Section 508 of the Rehabilitation Act. Is this a hard requirement or will CCH consider non-compliant applications? What methods will CCH use to determine section 508 compliance? **Answer:** While this is not a hard requirement we have had in the past users who need software screen readers such as "JAWS."

Customization

What do you mean by 'customized in HMIS? **Answer:** We may want the ability to add ad hoc fields, as well as the ability to turn fields on/off for individual agencies. This is not a requirement but will be something we assess in the selection process.

Are there any specific United Way requirement? **Answer:** No

Reports

If reports exist, or if there are design specifications for RFP required reports, is it possible to get de-identified copies of report layouts, and possibly documentation on the reports? **Answer:** Yes. These are available upon request.

Legacy System

At present, do you have a concurrent or workstation-based licensing?

Answer: We have concurrent license, which we prefer.

HPRP

Are there any HPRP aspects not addressed in the RFP? **Answer:** We would need any HUD required fields in the system. We will also need reports for the HPRP APRs, as well as QPRs. Currently, data from our HPRP assessment tool is entered into a separate database. If this information could be added to the HMIS application, that would be great.

Data Conversion and Migration

Your RFP indicates that Colorado staff will do a large part of your legacy data conversion. Do you already have an export schema? **Answer:** Yes. Is the data to be converted restricted to the data specified in your RFP Appendices on Data Collection and Quality Assurance? **Answer:** No. Data to be converted will include the full program specific data elements.

Can you provide a general overview of the legacy data that you wish to convert and migrate. **Answer:** Yes. See below.

15 total tables stored in Microsoft SQL Server 2005.

190 integer (precision 19) fields.

210 date fields.

306 text (length <= 3) fields.

360 text (3 < length <= 50) fields.
685 text (50 < length <= 200) fields.
37 text (200 < length <= 1,000) fields.
79 text (1,000 < length <= 4,000) fields.

All text fields are unicode.

1,867 total fields.

321,189 total unique clients.

Table 1: 321,189 records.
Table 2: 1,725,034 records.
Table 3: 5,144 records.
Table 4: 97,517 records.
Table 5: 34,632 records.
Table 6: 114,105 records.
Table 7: 120,036 records.
Table 8: 6,625 records.
Table 9: 51,969 records.
Table 10: 39,705 records.
Table 11: 359,716 records.
Table 12: 510,979 records.
Table 13: 194,033 records.
Table 14: 360 records.
Table 15: 60,114 records.

3,641,162 total records.

Can you provide us with more information – e.g. are you looking for an actual quote or price range for migration? **Answer:** A price Range.

What format will the information be sent to vendors? **Answer:** Most likely in a tab-delimited file; we have flexibility in terms of this format.

Can you provide us the data in csv or Excel format? Can you put each type of data on a different tab in Excel and have a key relating the information?

Answer: Yes.

How clean is the data? Does every participant have a first and last name? Are there duplicates in their data? Are multiple fields in one column of data? Were the fields text or limited to choices? **Answer:** Our plan is to only convert clean, non-duplicated data.

Will there be manual data conversion? **Answer:** No

Proposal Organizations

Do the items and order of items presented on pages 11 through 16 of your RFP represent the order and organization you require for proposals, or only the content? **Answer:** Yes.

Implementation Timeline

Do you have a required or preferred timeline for selection of a bidder, contract negotiations, and implementation? **Answer:** Our goal is to have a vendor selected by the end of August 2010.

When do you intend to “go live” with your new system? **To be determined.**

Do you intend to do a pilot deployment? **To be determined.**

Do you intend to pursue a phased implementation with selected regions of your state or a full statewide implementation? **To be determined.**

Data Usage

How do you plan to use the data in the new software? For example, case management and HMIS reporting, system for both HMIS and other programs in the agency, or HMIS reporting only? (Social Solutions) **Answer:** We would like standard reporting tools and the abilities to create ad hoc reports at the agency and program levels.

Is there a “do-not-exceed” amount for cost? **Answer:** We are not making our budget public.

If we prefer a solution, will we negotiate price? **Answer:** Yes

Your RFP states that multiple proposals are acceptable? **Answer:** Some vendors prefer to submit a proposal with a base cost and optional add-ons. We will entertain these proposals as well as fixed cost proposals.

Project Management and Training

Throughout your RFP, there is a request for a dedicated Project Manager. Do you expect or prefer that this manager be on-site for the implementation period? **Answer:** We will want someone onsite during implementation, but are open to phone and web based communication at other times.

How many technical staff will you maintain for ongoing system management responsibilities [i.e. adjusting users and security settings, preparing custom reports, using end-use customization features]. How do you plan to staff and coordinate ongoing training and support within Colorado? **Answer:** MDHI/ Balance of State have three database administrators, one project manager, one Crystal Report writer, and two I.T. staff. Colorado Springs has two HMIS staff.

How many trainers do you expect to need? **Answer:** We expect to need only one trainer to employ a train-the-trainer approach.

System Documentation

Your RFP states, “the successful bidder should provide any other necessary technical documentation deemed necessary by either the vendor or Colorado HMIS.” Are we correct in assuming escrow options will suffice as an alternative to providing restricted intellectual property such as source code? **Answer:** This statement in the RFP pertains only to training and user manuals; it does not pertain to intellectual property or escrow options.

Technical Environment

Your RFP states, “The successful bidder will design, plan, and *furnish* the technical environment necessary to support implementation.” By the word “furnish,” are you requiring that the selected bidder actually deliver hardware and software to your local users, or specify and recommend? **Answer:** No. We are interested in off-site hosting solutions.

General Requirement Specification 5 states that the system must have a web based thin interface where the HMIS software is not installed on the individual workstations. Is this a hard requirement or will you consider proposals where the interface is not web-based – e.g. a Windows forms based client? If a browser based application is a hard requirement, would a solution that allows an end user to run a Windows forms based application within a Web Browser meet the requirement? **Answer:** We are open to this idea, but we are not interested in an application that would have to be loaded onto individual workstations.

Would you please clarify your expectations and intentions concerning “maintaining ownership of all necessary hardware, software, other technologies, and overall technical environment necessary to support the

requirements defined within the RFP". Our standard hosting contract provides all hardware and other resources on the hosting side. Do you wish to actually purchase servers and other resources for use within the successful bidder's hosting site? **Answer:** No, the cost of the software should include data storage. We wrote this in so there would not be any hidden data storage costs later.

Could you provide some type of estimate or range of the percent of users that are on your systems during a period of peak use? **Answer:** During peak hours of operation, we estimate there are between 200 to 250 HMIS users in Colorado who access the system.

Deadlines and Submission Process

What is the last day to submit RFP related questions? **Answer:** Close of business day Mountain Time, March 10, 2010

What time is the deadline of Wednesday, March 31 **Answer:** The deadline on Monday, March 31st, 2010 is : Close of business day Mountain Time.

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Compliance

Are there specific or priority laws and regulations guiding this compliance requirement? **Answer:** No.