



**REQUEST FOR PROPOSALS**

**for**

**HMIS Technical Support Services**

**INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY**

**30 South Meridian Street, Suite 1000**

**Indianapolis, IN 46204**

**<http://www.in.gov/ihcda/>**

**317-232-7777**

**ISSUE DATE: June 6, 2014**

**RESPONSE DEADLINE: June 27, 2014 5PM EST**

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## **PART 1**

## **SCOPE OF THIS REQUEST**

### **1. PURPOSE OF THIS REQUEST FOR PROPOSALS (“RFP”)**

The Indiana Housing and Community Development Authority seeks to contract with a contractor to provide a variety of technical support services related to HMIS as detailed in the Scope of Services section of this RFP.

### **2. ABOUT THE INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY**

#### **MISSION STATEMENT**

The Indiana Housing and Community Development Authority (“IHCDA”) creates housing opportunities, generates and preserves assets, and revitalizes neighborhoods by facilitating the collaboration of multiple stakeholders, investing financial and technical resources in development efforts, and helping build capacity of qualified partners throughout Indiana.

#### **VISION**

At IHCDA, we believe that growing Indiana's economy starts at home. Everyone can agree that all Hoosiers should have the opportunity to live in safe, affordable, good-quality housing in economically stable communities. That's the heart of IHCDA's mission. Our charge is to help communities build upon their assets to create places with ready access to opportunities, goods, and services. We also promote, finance, and support a broad range of housing solutions, from temporary shelters to homeownership.

IHCDA's work is done in partnership with developers, lenders, investors, and nonprofit organizations that use our financing to serve low and moderate-income Hoosiers. We leverage government and private funds to invest in financially sound, well-designed projects that will benefit communities for many years to come. And our investments bear outstanding returns. The activities that we finance help families become more stable, put down roots, and climb the economic ladder. In turn, communities grow and prosper, broadening their tax base, creating new jobs, and maximizing local resources. IHCDA's work is truly a vehicle for economic growth, and it all starts at home.

#### **OVERVIEW (for more information visit <http://www.in.gov/ihcda/>)**

IHCDA was created in 1978 by the Indiana General Assembly and is a quasi-public financially self-sufficient statewide government agency. IHCDA's programs are successful in large part because of the growing network of partnerships IHCDA has established with local, state, and federal governments, for-profit businesses and not-for-profit organizations. For-profit partners include investment banks, mortgage lenders, commercial banks, corporate investment managers and syndicators, apartment developers, investors, homebuilders, and realtors. Not-for-profit partners include community development corporations, community action agencies, and not-for-profit developers.

### **3. SCOPE OF SERVICES**

#### **HOMELESSNESS MANAGEMENT INFORMATION SYSTEM**

The Homeless Management Information System “HMIS” is an information system designated to be used by each Continuum of Care (“CoC”) to comply with the requirements of CoC regulations at 24 CFR 578. It is a locally-administered data system that is used to collect client-level data and data on

the provision of housing and services to homeless individuals and families and persons at risk of homelessness.

Following Congressional directive, HUD has supported the implementation of local Homeless Management Information Systems by: (1) providing technical support and funding to operate and administer local HMIS; and (2) undertaking a research effort to collect and analyze HMIS data from a representative sample of communities in order to understand the nature and extent of homelessness nationally. As part of this effort, HUD published HMIS Data and Technical Standards in 2004 that allowed for the collection of standardized client and project-level data on homeless service usage among projects within a community and across all communities. The 2004 HMIS Data and Technical Standards provided a resource to enable every HMIS to capture the information necessary to fulfill HUD reporting requirements while protecting the privacy of homeless individuals. HUD published updated HMIS Data Standards in March 2010.

The HEARTH Act consolidated and amended three separate homeless assistance programs carried out under Title IV of the McKinney-Vento Act into a single grant program that is designed to improve administrative efficiency and enhance response coordination and effectiveness in addressing the needs of homeless persons. The single Continuum of Care (CoC) Program established by the HEARTH Act consolidated the following programs: the Supportive Housing Program (SHP), the Shelter Plus Care program (S+C), and the Moderate Rehabilitation/Single Room Occupancy (SRO) program. The former Emergency Shelter Grants Program was renamed the Emergency Solutions Grants (ESG) Program and revised to expand essential services related to emergency shelter and street outreach and add short- and medium-term rental assistance and housing relocation and stabilization services for people who are homeless or at risk of homelessness. The new ESG Program requires that recipients and sub recipients participate in an applicable community-wide HMIS. The

The HEARTH Act is found at the following address:

<http://www.hudhre.info/index.cfm?do=viewResource&ResourceID=4025>

## **HMIS PARTICIPANTS**

These are the current type of agencies that currently utilize the HMIS: 1) Agencies that receive HUD funds addressing homelessness and are required to utilize HMIS; other than domestic violence agencies 2) Agencies serving homeless that are not funded by HUD but would like to use HMIS; 3) domestic violence shelters began using a comparable system to HMIS which is closed this system is referred to as the “DV Implementation” in late 2013. 4) Agencies that serve homeless persons through the following federal programs:

1. U.S. Department of Health and Human Services (HHS):
  - Projects for Assistance in Transition from Homelessness (PATH) funded by the Substance Abuse and Mental Health Services Administration (SAMHSA)
  - Runaway and Homeless Youth (RHY) projects funded by the Administration for Children and Families’ Family and Youth Services Bureau (FYSB)
2. U.S. Department of Housing and Urban Development (HUD):
  - Housing Opportunities for Persons with AIDS (HOPWA) projects
3. U.S. Department of Veterans Affairs (VA):

- Domiciliary Care for Homeless Veterans (DCHV) projects
- Grant and Per Diem (GPD) projects
- Supportive Services for Veteran Families (SSVF) projects
- Veterans Homelessness Prevention Demonstration (VHPD) projects

4. HUD-VA:

- HUD-Veterans Affairs Supportive Housing (VASH) projects.

As the Collaborative Applicant for the Indiana Balance of State Continuum of Care (CoC), the Indiana Housing and Community Development Authority (IHCDA) is the project lead for the HMIS.

**DUTIES OF SELECTED RESPONDENT**

The Respondent, if selected, shall be responsible for the following activities:

- A. Ability to devote approximately forty (40) hours a week to these services.
- B. Facilitating the collection of data that must be included in the Housing Inventory Chart and of in accordance with HUD requirements. The Housing Inventory Chart is a complete inventory of emergency shelter, transitional housing and permanent supportive housing beds available in the CoC. The inventory should include all HUD-funded residential programs, as well as non-HUD-funded programs that provide housing to homeless and formerly homeless persons, even if those programs do not actively participate in the CoC planning process. Respondent must ensure that the data is collected and ready to submit to HUD annually by its due date in February. The Respondent will need to begin collecting this data in October. The HIC must be accurate and should be consistent with the Point in Time Count “PIT” and Annual Homeless Assessment Report “AHAR” reports that are also submitted to HUD. Therefore, Respondent will be involved in initiatives involving the review of the quality of data being entered into HMIS and the DV Implementation. The Respondents work on the HIC will involve making and receiving multiple phone calls and contacting all CoC agencies to verify the number of beds they have each year and determining which agencies are still operational.
- C. Training users of the HMIS or DV Implementation weekly (except for holidays). Training subject matter will include but not be limited to new user training, security training, advanced user training, generating reports, frequently asked questions, etc. Training responsibilities will include conducting webinars for advanced training and conducting quarterly regional in person.
- D. Must have or be able to acquire knowledge of policy and program requirements related to the following HUD programs: ESG, PH, TH, HOPWA, PATH, Domestic Violence & Sexual Assault, SSVF, HUD VASH and VA Per Diem programs.
- E. Must have knowledge or be able to acquire knowledge regarding current HUD HMIS Data Standards.
- F. Overseeing annual security reviews of agencies using the HMIS, which includes but is not limited to ensuring that each agency has computer systems and servers that comply with the most recent HUD data standards, relating to virus protection, software updates and firewalls and ensure that each agency complies with IHCDA’s privacy practices. The security audits will involve making initial contact with the agencies, providing them a tool by which they will be audited and then physically conducting audit for agencies that are a

part of the Balance of State. Some audits must be completed via email and some must be completed in person. Respondent will be required to audit the computers and servers in person, therefore, extensive travel will be required. During the first year, the Respondent must complete physical audits of approximately 100 agencies in person. Following each audit, the Respondent must complete a report and document it and send it to the agency. The number of audits required may change in future years. Currently there are approximately 250 agencies using the HMIS.

G. Performing other tasks delegated by the HMIS/ClientTrack Manager.

**4. RFP TIMELINE**

June 6, 2014	RFP released to the general public.
June 27, 2014	Respondent must submit its response to RFP by 5:00 pm EST.
June 27- July 11, 2014	IHCDA will review responses and conduct interviews with Respondents, as applicable.
July 31, 2014	Selected contractor should be submitted to Executive Team for approval.
August 1-15, 2014	Contract will be issued to selected Respondent.

Qualifications that do not contain all of the required forms/documents as listed in this RFP packet may be determined ineligible for further consideration.

## **PART 2**

## **RFP PROCESS**

### **1. SELECTION PROCESS**

Evaluation of all qualifications will be completed by IHCDA. Respondent must also be responsive and responsible as described in Section 2, and 4 of Part 2 of this RFP. Selection of a respondent is at the sole discretion of IHCDA.

### **2. MINIMUM REQUIREMENTS/RESPONSIVE RESPONDENT**

Respondents must meet the following minimum requirements to be deemed responsive to this RFP.

#### **Credentials**

- Bachelor's degree; and
- At least five years' experience providing support to organizations providing services to people who are homeless or at-risk of becoming homeless.

#### **Experience**

Additional experience pertaining to the following will also be weighed heavily in the selection process.

- Sufficient knowledge or past experience with HMIS. Prefer candidate(s) with Client Track experience.
- Capacity to travel and train individuals on a variety of topics; prefer a master trainer.
- Established relationships with other services providers in the community as appropriate.
- Sufficient readiness to implement and carryout duties within the proposed timeframe.
- Strong competencies with demonstrated capacity to fulfill functions set forth in the scope of work.
- Knowledge of the Indiana Balance of State CoC and CoC funded programs
- Provide input to CoC committees on related issues as requested or needed.

### **3. QUALIFICATIONS EVALUATION CRITERIA**

The following will be IHCDA's primary consideration in the selection process:

- A.** Compliance with requirements of this RFP
- B.** An assessment of the Respondent's ability (capacity and skills) to deliver the indicated service in accordance with the specifications set out in the RFP
- C.** Experience of the Respondent
- D.** Strength of client references
- E.** Demonstrated understanding of HMIS.
- F.** Competitive fee

### **4. RESPONSIBLE RESPONDENT REQUIREMENTS**

IHCDA shall not award any contract until the selected respondent, has been determined to be responsible. A responsible respondent must:

- A. Have adequate financial resources to perform the project, or the ability to obtain them;
- B. Be able to comply with the required or proposed delivery or performance schedule, taking into consideration all the Respondent's existing commercial and governmental business commitments;
- C. Have a satisfactory performance record with IHCDA;
- D. Have a satisfactory record of integrity and business ethics;
- E. Have the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them;
- F. Have the necessary production, construction, and technical equipment and facilities, or the ability to obtain them;
- G. Have supplied all requested information;
- H. Be legally qualified to contract in the State of Indiana and if it is an entity described in IC Title 23, is properly registered, and owes no outstanding reports to the Indiana Secretary of State (There is a fee to register with the Secretary of State); and
- I. Be otherwise qualified and eligible to receive an award under applicable laws and regulations, including not be suspended or debarred. If a prospective contractor is found to be non-responsible, a written determination of non-responsibility shall be prepared and included in the official file for this RFP, and the respondent shall be advised of the reasons for the determination.

## 5. RFP SUBMISSION ITEMS

Respondent must submit documentation in response to the requirements listed in each category heading summarized below. All of these requirements are described more fully in **Section 2 of Part II** of this RFP, entitled "**Minimum Requirements/Responsive Respondent**". Therefore, Respondent must review **Section 2 of Part II** of this RFP very carefully before submitting its responses. The Respondent must also submit the Qualifications Coversheet and the Certification of Company located at the end of this RFP.

- A. Provide a brief description Respondent's organizations skills, technical knowledge and to provide the services.
- B. Please include your resume or resume(s) of key personnel of your organization, as applicable.
- C. Provide a description of Respondent's capacity to comply with the required or proposed delivery of services taking into consideration the Respondent's existing commercial and business commitments.
- D. Identify the roles and responsibilities of all staff that will be involved in providing services under this RFP and identify the roles and responsibilities of additional staff Respondent plans to hire upon receipt of award, if applicable.
- E. Describe you or your organizations experience with homelessness and broader community initiatives in Indiana to end homelessness.
- F. Describe your experience in providing training to individuals on how to use complex software and/or security initiatives.
- G. Please submit two references.
- H. Provide a sample training curriculum that you have created, if applicable.
- I. Describe your experience with HMIS software and Client Track if applicable.
- J. Proposed fee (estimated travel costs also should be rolled into the fee). The selected Respondent will be responsible for any and all expenses incurred in rendering its services.

## **6. FORMAT FOR SUBMISSION, MAILING INSTRUCTIONS, AND DUE DATE**

Respondent's proposal must be submitted via email. All documents must be submitted in PDF only.

Jill Robertson  
HMIS Manager  
Indiana Housing and Community Development Authority  
30 South Meridian, Suite 1000  
Indianapolis, IN 46204  
jirobertson@ihcda.in.gov

**The deadline for submission is June 27, 2014 at 5:00 PM EST.**

Applications that do not contain all of the required forms/documents as listed in this RFP may be determined ineligible for further consideration.

## PART 3

## TERMS AND CONDITIONS

### 1. STATE POLICIES

- A. ETHICAL COMPLIANCE:** By submitting a proposal, the respondent certifies that it shall abide by all ethical requirements that apply to persons who have a business relationship with the State, as set forth in Indiana Code § 4-2-6 et seq., Ind. Code § 4-2-7, et seq., the regulations promulgated thereunder, and Executive Order 04-08, dated April 27, 2004. Respondent will be required to attend online ethics training conducted by the State of Indiana.
- B. CONFIDENTIAL INFORMATION:** Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (“APRA”), IC 5-14-3 et. seq., and the entire response may be viewed and copied by any member of the public. Respondents claiming a statutory exemption to disclosure under APRA must place all confidential documents (including the requisite number of copies) in a sealed envelope marked “Confidential”. Respondents should be aware that if a public records request is made under APRA, IHCDA will make an independent determination of confidentiality, and may seek the opinion of the Public Access Counselor. Prices are not considered confidential information.
- C. TAXES, FEES AND PENALTIES:** By submitting a proposal respondent certifies that neither it nor its principal(s) is presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State of Indiana or the United States Treasury. Respondent further warrants that it has no current, pending or outstanding criminal, civil, or enforcement actions initiated by either the State or Federal Government pending against it, and agrees that it will immediately notify IHCDA of any such actions.
- D. CONFLICT OF INTEREST:** Respondent must disclose any existing or potential conflict of interest relative to the performance of the services resulting from this RFP, including any relationship that might be perceived or represented as a conflict. By submitting a proposal in response to this RFP, respondent affirms that it has not given, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of the respondent’s proposal or immediate termination of an awardee’s contract. An award will not be made where an actual conflict of interest exists. IHCDA will determine whether a conflict of interest exists and whether an apparent conflict of interest may reflect negatively on IHCDA, should IHCDA select respondent. Further, IHCDA reserves the right to disqualify any respondent on the grounds of actual or apparent conflict of interest.
- E. APPEALS/PROTEST:** Respondent may appeal/protest the award of this contract based on alleged violations of the selection process that resulted in discrimination or unfair consideration. The appeal/protest must include the stated reasons for the Respondent’s objection to the funding decision, which reasons must be based solely upon evidence supporting one (1) of the following circumstances:

- a. Clear and substantial error or misstated facts which were relied on in making the decision being challenged;
- b. Unfair competition or conflict of interest in the decision-making process;
- c. An illegal, unethical or improper act; or
- d. Other legal basis that may substantially alter the decision.

The appeal/protest must be received within ten (10) business days after the Respondent receives notice of the contract award, or the appeal/protest will not be considered. All protests shall be in writing, submitted to the Compliance Officer, who shall issue a written decision on the matter. The Compliance Officer may, at his/her discretion, suspend the procurement pending resolution of the protest if the facts presented so warrant. The Respondent will receive written acknowledgement of receipt of the appeal/protest within five (5) business days of its receipt, noting the day the appeal/protest was received. Any appeal/protest regarding the funding decision made by IHCDCA will be examined and acted upon by the Compliance Officer within thirty (30) days of its receipt.

## **2. FEDERAL REQUIREMENTS**

N/A

## **3. RFP TERMS AND CONDITIONS**

This request is issued subject to the following terms and conditions:

- A.** This RFP is a request for the submission of qualifications, but is not itself an offer and shall under no circumstances be construed as an offer.
- B.** IHCDCA expressly reserves the right to modify or withdraw this request at any time, whether before or after any qualifications have been submitted or received.
- C.** IHCDCA reserves the right to reject and not consider any or all respondents that do not meet the requirements of this RFP, including but not limited to: incomplete qualifications and/or qualifications offering alternate or non-requested services.
- D.** IHCDCA reserves the right to reject any or all companies, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed to be in its best interest.
- E.** In the event the party selected does not enter into the required agreement to carry out the purposes described in this request, IHCDCA may, in addition to any other rights or remedies available at law or in equity, commence negotiations with another person or entity.
- F.** In no event shall any obligations of any kind be enforceable against IHCDCA unless and until a written agreement is entered into.
- G.** The Respondent agrees to bear all costs and expenses of its response and there shall be no reimbursement for any costs and expenses relating to the preparation of responses of qualifications submitted hereunder or for any costs or expenses incurred during negotiations.
- H.** By submitting a response to this request, the Respondent waives all rights to protest or seek any remedies whatsoever regarding any aspect of this request, the selection of another respondent or respondents with whom to negotiate, the rejection of any or all offers to negotiate, or a decision to terminate negotiations.
- I.** IHCDCA reserves the right not to award a contract pursuant to the RFP.

- J.** All items become the property of IHCDA upon submission and will not be returned to the Respondent.
- K.** IHCDA reserves the right to split the award between multiple applicants and make the award on a category by category basis and/or remove categories from the award.
- L.** The Respondent certifies that neither it nor its principals, contractors, or agents are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from utilizing federal funds by any federal or state department or agency.
- M.** A copy of IHCDA's most recent Contract Boilerplate is attached as an Exhibit to this RFP. By submitting a response to this RFP, respondent acknowledges the acceptance of IHCDA's Contract Boilerplate and the understanding that such Boilerplate is non-negotiable.

## HMIS Technical Support Services

### 4. QUALIFICATION COVER SHEET

Name of Individual,  
Firm or Business:

Address:

Phone Number:  
Fax Number:  
Web Site Address:

QUALIFICATION  
Contact Person:

Title:  
Email Address:  
Phone:

Contract Signatory  
Authority:

Title:

# INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY

## 5. CERTIFICATION OF RESPONDENT

I hereby certify that the information contained in these qualifications and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I acknowledge that I have read and understood the requirements and provisions of the RFP and agree to abide by the terms and conditions contained herein.

I \_\_\_\_\_ am the \_\_\_\_\_ of

the (type name of signatory authority) corporation, partnership, association, or other entity named as company and the Respondent herein, and I am legally authorized to sign this and submit it to the Indiana Housing and Community Development Authority on behalf of said organization.

18 U.S.C. § 1001, "Fraud and False Statements," provides among other things, in any matter within the jurisdiction of the executive, legislative, or judicial branch of the Government of the United States, anyone who knowingly and willfully: (1) falsifies, conceals, or covers up by any trick, scheme, or device a material fact; (2) makes any materially false, fictitious, or fraudulent statement or representation; or (3) makes or uses any false writing or document knowing the same to contain any materially false, fictitious, or fraudulent statement or entry; shall be fined under this title, and/or imprisoned for not longer than five (5) years.

Respondent:

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Firm name: \_\_\_\_\_