



Request for Proposals: HMIS System Administration and Data Analysis

August 31, 2018

Heart of West Michigan United Way, as the fiscal agent and supporting organization for the Grand Rapids/Wyoming/Kent County Area Coalition to End Homelessness (Continuum of Care MI-506), is seeking proposals for the following services:

HMIS Administration and Data Analysis:

Provide overall system administration and data analysis for the Homeless Management Information System under the auspices of the Coalition to End Homelessness / Kent County Essential Needs Task Force Housing Subcommittee in accordance with HUD, State of Michigan, and local CoC (Coalition) requirements.

Background

The Grand Rapids Area Coalition to End Homelessness (Coalition) is a collaborative group of approximately 50 local agencies and organizations working together with the goal of ending homelessness in Kent County, Michigan, a geographic area that includes the cities of Grand Rapids and Wyoming.

The local community of housing service providers, affiliated agencies and local governments utilizes the Mediware HMIS data system for tracking and reporting homeless services and outcomes. As the lead agency grant sub-recipient for the HMIS Lead Agency grant, Heart of West Michigan United Way is seeking consultation services to fulfill the grant requirements, support local agencies, ensure compliance to HMIS data standards, and present data reports and analysis to support decision-making within the Coalition, in order to effectively implement current and future plans to end homelessness.

Scope

The purpose of this consultation is to oversee the functions of the Homeless Management Information System (HMIS) and data analysis for the Coalition to End Homelessness. The successful contractor will:

1. Oversee HMIS functions, including
 - a. Adherence to all State of Michigan and Coalition to End Homelessness HMIS policies, practices and procedures
 - b. Operations of the CoC's HMIS system in compliance and data reporting requirements of HUD/HEARTH Act





- c. Support of the data needs of the Coalition by producing data for planning purposes, grants, special projects, and to impact public policy
 - d. Guide system development by refining HMIS policies to respond to local need, along with state and federal requirements
 - e. Coordinate HMIS data gathering, analysis and reporting to Coalition membership, funders, other community systems and Coalition/ENTF leadership
 - f. Regular review of data quality reports and analysis and implementing corrective action procedures for participating agencies.
2. Work with local agencies to understand their services and operations, and work to translate those services activities into HMIS workflows
 3. Provide support and assistance to the CoC Coordinator and ENTF Director for relevant HMIS related CoC activities.
 4. Responsible for the submission of all local, state and federal reports, including but not limited to the annual NOFA, MCAH annual count, PIT/HIC, AHAR/LSA, HMIS APR, HUD System Performance Measures and ESG CAPER.
 5. Regularly review and analyze research on housing, homelessness and other related data topics for the CoC.
 6. Maintain and update the QSOBBA, as needed.
 7. Assist the CoC with auditing agencies, to ensure compliance with the Coalition's HMIS policies and procedures, and federal partner program regulations
 8. Lead/coordinate HMIS Users and Data Quality meetings, support Coalition Data Analysis Committee meetings, and participate in meetings, workshops and conferences related to housing, HMIS and CoC purpose and objectives (via appropriate means; may include in-person, phone, and web conferencing).

Deliverables

1. On time and appropriate submission of all required and requested data reports, including but not limited to the annual NOFA, MCAH annual count, PIT/HIC, AHAR/LSA, HMIS APR, HUD System Performance Measures and ESG CAPER.
2. Coordination and facilitation of regular meetings and trainings of HMIS Users and Data Quality groups, and Data Analysis Committee, in collaboration with Committee Chair.
3. Regularly updated Data Visualization that incorporates both HMIS data and other relevant community and agency data, to provide a well-rounded story of the status of homelessness in Kent County (to be completed in cooperation with community partners, and may incorporate partnerships with local data visualization experts).





4. Updated and executed QSOBBA, as needed.
5. Updated training modules for HMIS Users and Agency Administrators, as needed.
6. Updated HMIS policies and procedure documents, as needed.

Questions/Inquiries

Questions and inquiries should be directed via email to Wende Randall at wrandall@hwmuw.org. Responses will be delivered via email within 2 business days of receipt of question/inquiry. Questions and corresponding responses will also be posted on the Coalition to End Homelessness website www.endhomelessnesskent.org.

Budget

The Coalition is interested in negotiating an hourly rate to cover the costs of time incurred completing the responsibilities contained in the scope and deliverables of this RFP. Proposals may incorporate budgets that break out some selected tasks/projects, if appropriate.

Qualifications

Ideal candidates/agencies will have a history of HMIS or related system administration and analysis. Candidates should meet the following requirements:

- Minimum of 5-7 years of experience working with collaborations of agencies and communities for database administration and analysis, with a preference for a minimum of 2-3 years providing this service in a social service or homeless system setting
- Minimum of 2-3 years of experience providing one on one training with specific users, on workflows, program pages, and reports
- Minimum of 2-3 years of experience communicating system updates, news and information
- Minimum of 2 years of experience designing data visualization and making recommendations to appropriate decision-making committees.

Proposal Structure

Proposals to this RFP should include:

- Detailed explanation of the activities to be undertaken to create/finalize the deliverables listed above,
- Detailed description of experience in HMIS Administration and Analysis, including number of years in this capacity and specific tasks/responsibilities including the level of engagement,
- Example of data visualization used to identify needs or aid in decision-making,
- Brief resume(s) and relevant work experience of all team members or partners who would conduct the work,





- Breakout of pricing per activity in the case that expectations must be adjusted to meet budgetary restrictions,

Evaluation of Proposals

Proposals will be reviewed by an ad hoc committee of volunteers from the Coalition Steering Council. Each proposal will be scored according to the breakout listed below. Following scoring, the ad hoc committee will discuss the proposals and vote on a recommendation to Heart of West Michigan United Way, as the fiscal agent for the Coalition to End Homelessness.

Criteria	Maximum Available Score
Addresses each item of Scope	30
Minimum Qualifications	40
Proposal Structure Followed (Meets or Does not Meet)	5
Total	75

Does not Meet: 0	Meets: 5	Exceeds: 7	Greatly Exceeds: 10
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Does not Meet (0 pts.): Response does not comply substantially with requirements provided.

Meets (5 pts.): Response generally meets the objectives or expectations.

Exceeds (7 pts.): Response indicates the requirements are exceedingly met, or the objectives or expectations will be exceeded.

Greatly Exceeds (10 pts.): Response indicates that the requirements are greatly exceedingly met, or the objectives or expectation will be greatly exceeded.

Additional Terms

- A copy of this Request for Proposals is available on the Coalition website www.endhomelessnesskent.org
- Proposers shall carefully review the entire RFP and promptly notify Coalition staff through the Question/Inquiry process of any ambiguity, inconsistency, or error discovered. Notifications must be received by the deadline for receipt of questions/inquiries
- The Coalition/HWMUW is not liable for any costs or expenses incurred by a Bidder or any other person or entity in the preparation of their Proposal.
- This RFP may be sent as a courtesy to known interested individuals and firms. The receipt of this RFP from the Coalition in no way implies that the recipient is a qualified bidder.
- If the Coalition receives no proposals meeting the requirements, the Coalition/HWMUW may elect to cancel this RFP.
- Any Proposal submitted to the Coalition/HWMUW is not confidential. All materials submitted become the property of the Coalition/HWMUW. The Coalition/HWMUW has the right to use





any or all un-copyrighted concepts presented in any Proposal. Approval or disapproval of a Proposal does not affect this right.

Timeline	
Request for Proposals Released	August 31, 2018
Deadline for Questions/Inquiry	September 10, 2018
Proposals Due	September 18, 2018
Review Committee Meets	On or before September 25, 2018
Outcome Communicated to Bidders	September 26, 2018
Work to Begin	On or before October 5, 2018
Anticipated Duration of Consultation	One year

We request that proposals are submitted by 5pm on September 18, 2018. Please submit proposals via email to Wende Randall at wrandall@hwmuw.org. We look forward to receiving your bid.

