Institute for Community Alliances

REQUEST FOR PROPOSALS FOR A STATEWIDE HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS)
ICA MINNESOTA

Our vision for Minnesota's HMIS is that by centering the client and user experience, we use HMIS to connect people to resources and to drive decisions so that we equitably prevent and end homelessness in Minnesota. We do this in pursuit of housing, racial and health justice for people experiencing homelessness.

Issue Date: July 17, 2023

Proposals Due: August 31, 2023

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DESCRIPTION OF WORK

OBJECTIVE

The Minnesota HMIS Governing Board is soliciting proposals for HUD-compliant, web-based Software as a Service (SaaS) to consider for our statewide Homeless Management Information System.

HMIS shows the most comprehensive and up-to-date understanding of our state's collective effort and impact toward preventing and ending homelessness. With advancing technology and ever-expanding ways our communities seek to utilize HMIS to facilitate connections and improve system planning, the **goal of this Request for Proposals (RFP) is to seek a modern, intuitive user experience that meets our communities' needs today and that will keep pace as those needs evolve**.

HISTORY OF MINNESOTA'S HMIS LEADERSHIP & GOVERNANCE

Minnesota's Homeless Management Information System (HMIS) is the data infrastructure to collect and store client-level and program-level information about those experiencing or at risk of homelessness. Over 260 homeless service organizations in Minnesota use the database to facilitate housing referrals and monitor and evaluate their programs.

The Department of Housing and Urban Development (HUD) requires HMIS to be used for many programs who receive federal funding. Its use is also mandated by eleven (11) state programs and numerous county-funded programs.

Minnesota was an early adopter of HMIS. Continua of Care and state homeless programs recognized the benefits to cost sharing and potential of understanding scope of homelessness through a shared statewide system. In its near 20-year history, there have been two HMIS Lead Agencies. In 2016, Institute for Community Alliances (ICA) became interim HMIS Lead Agency and supported Minnesota's HMIS from a closed to open system.

One year later, the Minnesota HMIS Governing Board became a permanent structure. In the board's first meeting in April 2017, they voted unanimously for ICA to remove the interim designation, solidifying ICA's role as HMIS Lead and state system administrator.

MINNESOTA'S HMIS GOVERNANCE STRUCTURE

The Minnesota HMIS Governing Board oversees ICA's operation, providing strategic guidance to the HMIS lead. Its membership is comprised of CoC, State agency, and Minnesota Tribal Collaborative seats, as well as one at-large and one end-user seat. Committee structure is available on the Governing Board page of our website).

MN HMIS Vision Statement

By centering the client and user experience, we use HMIS to connect people to resources and to drive decisions so that we equitably prevent and end homelessness in Minnesota. We do this in pursuit of housing, racial and health justice for people experiencing homelessness and housing instability.

MN HMIS Mission Statement

To carry out our Minnesota's HMIS vision by ensuring the statewide implementation is equitable, effective, efficient, compliant, and adaptable to community needs.

INSTITUTE FOR COMMUNITY ALLIANCES

The Institute for Community Alliances' (ICA) mission is to support communities with systems, information and data analysis that empower decision making to improve the quality of life, particularly with a focus on ending homelessness.

ICA is 501c3 private, not for profit organization with a Board of Directors, management staff, onsite financial manager, and front-line staff across fourteen states. In Minnesota, while initially staffed with just a few people, today Minnesota's HMIS team is staffed with 25 full-time employees.

The ICA Minnesota HMIS team's day-to-day operations include:

System Configuration: ICA is responsible for setting up agencies, programs, and users to collect and report on data as required by funders. ICA collaborates with local, regional, and state program partners to design or improve existing data collection requirements in a way that collects only what is necessary to provide service and evaluate program outcomes.

Training: ICA trains hundreds of users each year through our online New User Training process (annual turnover of users is approximately 50%). Additional project-based training is provided via webinars, video training through a learning management system, and in-person/virtual.

User Support: ICA staff provide Helpdesk support Monday through Friday.

Reporting, Monitoring and Evaluation: ICA supports required federal and state reporting, as well as custom reporting needs. ICA also provides several tools to support program evaluation, produces statistics on homelessness in Minnesota, and uses data to support research and advocacy efforts.

WellSky is presently Minnesota's HMIS Software Vendor.

MINNESOTA'S HMIS DATABASE

Across the 10 Continua of Care in Minnesota, several share geographies with Tribal Nations. Some CoC regions share client populations within the statewide HMIS and, in at least one case, outside the statewide HMIS (which has reporting implications). To understand these geographic relationships, a map is available on our website.

Many of our agencies receive braided State and Federal funding to administer their homeless projects. Due to varying program eligibility requirements, complex visibility arrangements in our HMIS, and the reporting requirements for our state homeless programs, Minnesota's HMIS, at times, requires 2 or more project enrollments in different providers (for the definition of "provider" in this context, please refer to Minnesota's What is a Provider? article: https://hmismn.helpscoutdocs.com/article/796-what-is-a-provider). In these instances, the different HMIS providers would have matching project types and represent the same project stay. This was the result of an intentional project set up by our Lead Agency

predecessors with, what we understand to be, many conversations between them, Minnesota's HMIS vendor, and HUD Technical Assistance.

The table below summarizes the current scope and complexity of the Minnesota HMIS database.

Database component	Count	Notes
HMIS Lead system administrators	28	
HMIS Lead report writers	10	
Other report writers	10	
Active project providers	1989	
Active users	1493	
Active agencies	261	
Unique funding sources	23	12 federal funder programs, 11 state funder programs
Unique workflows	52	
Unique question fields (including HUD's HMIS data elements)	2,009	We estimate 1,000 question fields are actively and widely used and would need to be ported over to a new software.
Service transaction count	~3.2 million with 5-year lookback ~5.3 million with 7-year lookback	
Client enrollments	~2.3 million total	
Unduplicated client count	677,337 unique client records 933,637 Client IDs total system wide (with duplication) 424,848 unique client records / 576,805 Client IDs that have either at least one service or program enrollment.	
Custom reports	102 reports built and maintained by ICA staff.	

PROJECT TYPES

This table includes a count of active HMIS providers, defined as a project currently operating and marked as HMIS participating, by project type.

HMIS Project Type	Count of Projects
Coordinated Entry (CE)	189
Day Shelter (DS)	26
Emergency Shelter (ES)	176
Homelessness Prevention (HP)	219
Other (O)	32

HMIS Project Type	Count of Projects
PH - Housing only (PH-H)	18
PH - Housing with services (no disability required for entry) (PH-S)	358
PH - Permanent Supportive Housing (disability required for entry) (PSH)	391
PH - Rapid Re-Housing (RRH)	243
Services Only (SSO)	148
Street Outreach (SO)	62
Transitional housing (TH)	127

FUNDING SOURCES

These tables include counts of active HMIS providers, which are defined as being a project that is currently operating and is marked as HMIS participating, by funding source and a breakdown of project types for each funding source. Providers can have multiple funding sources, so the count of projects is deduplicated.

State Funders (Programs)

Minnesota Housing (MN HSG)
- Family Homeless Prevention and Assistance Program (FHPAP)
- Ending Long-Term Homelessness (LTH) and other program funds designated for long-term homelessness
- Homework Starts with Home (HSWH)

Minnesota Department of Human Services (DHS)
- Housing Support (HS)
- Healthy Transitions to Adulthood (HTA)
- Long-Term Homelessness Supportive Services Fund (LTHSSF)
- Substance Abuse and Mental Health Services Administration, State Opioid Response (SAMHSA-SOR)

Minnesota Department of Human Services, Office of Economic Opportunity (DHS-OEO)
- Emergency Services Program (ESP)
- Homeless Youth Act (HYA)
- Transitional Housing Program (THP)

Hennepin County
- Youth Housing and Homeless Services

FUNDING SOURCES BY PROJECT TYPE

State Funder, Project Type	Count of Projects	State Funder, Project Type	Count of Projects
DHS Housing Support	**244**	**Hennepin County YHHS**	**18**
ES	12	DS	3

State Funder, Project Type	Count of Projects	State Funder, Project Type	Count of Projects
PH-H	4	ES	3
PH-S	132	PH-S	2
PSH	84	RRH	1
SSO	6	SO	4
TH	6	SSO	4
DHS LTHSSF	**41**	TH	1
SSO	41	**Homework Starts with Home**	**23**
DHS OEO ESP	**62**	HP	8
DS	4	RRH	15
ES	41	**MN HSG FHPAP**	**181**
SO	10	CE	2
SSO	7	HP	67
DHS OEO HYA	**63**	RRH	107
ES	14	SO	3
PH-S	8	SSO	2
RRH	3	**MN HSG HTF**	**65**
SSO	6	PH-H	3
TH	32	PH-S	44
DHS OEO THP	**50**	PSH	18
RRH	8	**MN HSG LTH**	**307**
SSO	1	PH-H	4
TH	41	PH-S	163
DHS SAMHSA SOR	**17**	PSH	139
O	4	SSO	1
SO	1		
SSO	12		

Federal Funder, Project Type	Count of Projects	Federal Funder, Project Type	Count of Projects
HHS:PATH	**14**	**HUD:ESG - Emergency Shelter**	**45**
SO	7	DS	1
SSO	7	ES	39
HHS:RHY - Basic Center Program	**17**	TH	5
ES	10	**HUD:ESG - Homelessness Prevention**	**16**
HP	7	HP	16
HHS:RHY - Street Outreach	**8**	**HUD:ESG - Rapid Re-Housing**	**23**
SO	8	RRH	22
HHS:RHY - TLP	**12**	**HUD:ESG - Street Outreach**	**5**
TH	12	SO	5
HUD: PIH Programs	**2**	**HUD:HOME (ARP)**	**18**
PH-S	2	DS	6
HUD:CoC - Joint Component TH/RRH	**10**	ES	8

Federal Funder, Project Type	Count of Projects	Federal Funder, Project Type	Count of Projects
RRH	5	SO	3
TH	5	SSO	1
HUD:CoC - PSH	**116**	**HUD:HOPWA - Permanent Housing**	**2**
PSH	116	PSH	2
HUD:CoC - Rapid Re-Housing	**38**	**HUD:HUD/VASH**	**6**
RRH	38	PSH	6
HUD:CoC - SRO	**3**	**HUD:PIH (EHV)**	**4**
PH-H	3	PH-H	1
PH-S	1	PH-S	3
PSH	1	**VA: CRS Contract Residential Services**	**1**
HUD:CoC - Supportive Services Only	**20**	ES	1
CE	6	**VA:Grant Per Diem - Bridge Housing**	**2**
SSO	15	TH	2
		VA:Grant Per Diem - Hospital to Housing	**2**
HUD:CoC - Transitional Housing	**14**	TH	2
TH	14	**VA:Grant Per Diem - Service Intensive TH**	**6**
HUD:CoC - YHDP	**11**	TH	6
PSH	1	**VA:SSVF**	**24**
RRH	9	HP	12
SSO	1	RRH	12
HUD:ESG - CV	**104**		
DS	7		
ES	46		
HP	23		
RRH	17		
SO	10		
TH	1		

MINNESOTA'S COORDINATED ENTRY SYSTEMS

Minnesota's 10 CoCs operate 11 distinct Coordinated Entry (CE) systems. Features of those systems include:

- Dedicated projects for diversion, assessment, housing navigation, and priority list management,

- Custom assessments composed of a combination of community-defined data elements and HUD's Coordinated Entry Program Specific Data Elements,
- Prioritization criteria established at the CoC-level,

- Custom reports for real-time system management and system monitoring and evaluation,

- Integration with entities and systems that do not participate in HMIS.

To match people experiencing homelessness with the best available resources in the least amount of time possible, the CoCs' CE systems require that data be readily accessible. The ability to extract data

from HMIS in real-time enables communities to perform crucial functions, like providing assessed clients with status updates, determining client need and vulnerability, and issuing targeted program referrals.

Minnesota's HMIS is a shared system, one in which clients may decide to make their data available to participating agencies for the purposes of service coordination. While this offers advantages for the state's CE systems, it also underscores the importance of obtaining and documenting client consent. In cases where a client declines to share their information, access to their data must be restricted and connection to a non-HMIS CE process made.

To maintain current service levels and enable future improvements, Minnesota's CE systems require an HMIS that supports customization, facilitates real-time data access, and enforces data security. Ignoring any of those components risks the HMIS becoming a barrier to the housing of those experiencing homelessness.

DATA SOVEREIGNTY FOR TRIBAL NATIONS

The Minnesota Tribal Collaborative is an important HMIS partner with a presence on HMIS Governance. In 2022, HMIS Governance adopted a policy that requires system planners to obtain consent through resolutions with Reservation Tribal Councils for permission to use data originating from Tribal-specific programs. See Minnesota's HMIS Policies (page 20 of 34, section 5.3).

The MN HMIS Governing Board and HMIS Lead Agency are committed to upholding tribal data sovereignty. At its core, this means that tribal nations with agencies/programs participating in HMIS have full control over the use of data collected via those programs. At this time, these agencies/programs are situated within CoC-derived provider trees (the MN Tribal Collaborative is seeking to become its own CoC, at which time these projects would shift to a new tree). From a project configuration and visibility standpoint, we seek to ensure that only those with authorized access to these projects can access it. Additionally, and perhaps even more complexly, we need to be able to omit tribal-originating data from statewide reports in instances where tribal authorization to share that data has not been granted. We seek to have a reporting tool that enables us to apply this degree of nuance – to make fine-tuned extractions from the larger data set when needed. We also seek an HMIS that enables us to run targeted versions of federal reports (SPMs, HIC, PIT, LSA) to support the MN Tribal Collaborative in using their data in ways that they have determined would have value.

Lastly, it is critical that our HMIS vendor understands and is prepared to also uphold tribal data sovereignty. While this is a new lens for many partners in this work, we seek to partner with organizations that are willing to learn and shift their practice, when needed, to preserve tribal data sovereignty. At a minimum, this will require formal acknowledgement within the vendor contract, that the vendor does not own the HMIS data and, if there were ever any interest in utilizing HMIS-derived data for research or other purposes, this would require formal approval from every tribe with data in HMIS.

SCOPE OF SERVICES

Proposals should address all sections of the scope of services.

DATA PHILOSOPHY

Please describe your philosophy about data ownership, data sovereignty, and data justice.

FEATURES AND FUNCTIONALITY

The selected vendor is required to abide by and provide the following, unless otherwise specified as "Desired." If vendor is unable to meet minimum requirements, describe approach to meet or exceed each requirement.

1. SYSTEM FEATURES

1.1 Users

a. Self-service password reset functionality for users to unlock their account or change their password utilizing two-factor or multi-factor authentication. Passwords have complexity and length requirements.
b. Users are automatically logged out after a period of inactivity.
c. User access to data is limited by project associations.
d. Ability for users to communicate in the system via notifications and direct messaging (user-to-user messaging). (Desired)

1.2 Data Entry

a. Robust client record search functionality to help prevent the creation of duplicate client records (e.g., displays records with a partial spelling match).
b. Intuitive guided workflows.
c. ID cards for individuals to check-in (creating enrollments and/or services).
d. Create bed reservations.
e. Prevent the creation of enrollments in certain situations (e.g., shelter bans).
f. Document and file uploading capability.
g. Social Security Numbers are not automatically displayed on client profiles.
h. Grant users at one agency the ability to enter data on behalf of a second.
i. Auto exit and default end date functionality. (Desired)
j. Pause data entry workflow and return to the same place at future session. (Desired)
k. Mechanism for easily printing out the full contents of a client record in an easy-to-read format. (Desired)
l. Ability to track real-time reservations, occupancy, and availability of beds and units. (Desired)

1.3 Case Management

a. User-friendly interface for recording case management information, including but not limited to: setting reminders, case noting, uploading external documents, appointment scheduling (desired), and text or email alerts for clients. (desired)
b. Built-in calendar feature (client appointments, due dates, etc.). (Desired)
c. Streamlined print capability for individual client records. (desired)

1.4 Coordinated Entry

a. Real-time by-name list and priority list. (Desired)
b. Real-time eligibility calculations, client choice in Coordinated Entry. (Desired)
c. Built-in alerts on client status within Coordinated Entry System. (Desired)
d. Mechanism for submitting and tracking project vacancies/openings. (Desired)

1.5 Other

a. Mobile device compatibility and response experience that can leverage device features including geolocation, cameras (secure document uploads), and touchscreen (e-signature). (Desired)
b. Agencies can directly review Project Descriptor Data Elements (PDDE) and Bed Unit Inventory and submit changes/updates with ability for system administrators to review and approve before becoming official. (Desired)
c. Portal for individuals to access their own HMIS client record and add updated contact information. (Desired)
d. Auto calculation of total active income. (Desired)

2. FEDERAL COMPLIANCE

2.1 HMIS Data Standards

a. Comply with all current and future HUD HMIS Data Standards (2024) and Technical (2004) Standards, data elements, response categories, CSV/XML specifications, Federal Partner reporting requirements (including CoC, Emergency Solutions Grant (ESG), Housing Opportunities for Persons with AIDS (HOPWA), Projects for Assistance in Transition from Homelessness (PATH), Runaway Homeless Youth (RHY), and all U.S. Department of Veteran Affairs (VA) programs).
b. While compliance with each component of the HMIS Data Standards is required of the vendor, additional scrutiny will be given to the following data elements:
   ▪ **Enrollment ID -** Must have the ability to connect data elements that are collected for each enrollment and/or have multiple collection points to a specific enrollment and/or collection stage.
   ▪ **Personal ID -** Must have a consistent application of how a Personal ID (Unique ID) is used for all federal and system-wide reporting (e.g., System Performance Measures reports, Longitudinal Systems Analysis report, etc.). If the system allows for multiple records of the same person to be created, the system must deduplicate the multiple records so that a single Personal ID is used for all reporting.

2.2 HMIS Data Standards Changes

a. Vendor must participate in meetings with HUD for planning and developing HMIS Data Standards changes. dialogue with HUD, when available to HMIS leads, what training provided, quality assurance, testing.
b. When the HMIS Data Standards changes are released to the public (i.e., have been finalized by HUD), the vendor must communicate with the HMIS Lead about its timeline and progress on implementing the HMIS Data Standards Changes.
c. Vendor must have a comprehensive quality assurance process that tests and confirms compliance with HMIS Data Standards changes prior to the effective date of the HMIS Data Standards changes.
d. Vendor must provide additional data entry/collection training resources on how the HMIS Data Standards changes have been implemented in the HMIS software.
e. Vendor must provide a test environment (i.e., demo site) at least one month in advance of the effective date of the HMIS Data Standards changes.

3. SYSTEM ADMINISTRATION

3.1 General Functions

a. Ability to customize access to varying components of the system at a project and/or user level.
b. Ability to set data collection for standard and custom fields to mandatory or optional.
c. Mechanism for viewing client-level data with the visibility of a non-admin user ("Shadow Mode").
d. Assessment and field customization, including the ability to create and apply conditional logic (i.e., dependencies) or jump logic.
e. Built-in duplicate client record management and merge tool (i.e., merge multiple client records into a single record).
f. Ability to tailor data access permission across the client-level data portal and the reporting portal (i.e., data permissions, visibility, and access should easily transfer between live client data and reporting data platforms.).
g. Ability to issue alerts and notifications for entire system.

3.2 Project Administration

a. Ability to create and maintain custom fields for system administrators to log data associated with a particular project provider.
b. Assign multiple funder contracts to a project, and track and report performance outcomes separately.
c. Service and enrollment customization at the project level to account for multiple funding sources.
d. Configurable automated alerts (e.g., skipped questions, annual assessment reminders).

3.3 User Administration

a. Ability to create and maintain custom fields for system administrators to log data associated with a particular user (e.g., training completion). (Desired)
b. Ability to create, activate, and deactivate users.
c. Manual password reset functionality.
d. Tools to manage licenses within the system.
e. A variety of user roles that define permissions and access to information (e.g., basic end user, read only, agency administrator, and system administrator).

3.4 Local System Administration

a. Distinct user permissions for system administrators within the CoC compared with system administrators at the HMIS lead.

4. CUSTOMER SERVICE AND TECHNICAL SUPPORT

4.1 Installation and Customization

a. Comprehensive conversion strategy from the existing system including an outline of the estimated time needed for conversion and verification of data accuracy.
b. Ability to migrate data across systems on demand without limits on frequency and volume and in HUD standard CSV and XML format.
c. Coordinate activities related to the implementation and installation of the HMIS.
d. Provide a clear roadmap of upcoming software changes and future software development.
e. Structure for receiving feedback on future software development.
f. Protocol for receiving, reviewing, and responding to both automated and requested software fixes in agreed upon timeframe.
g. Participation in the HUD HMIS Vendor Work Group and willingness to make required changes within a certain timeframe.

4.2 Training and Support

a. Train-the-trainer service to ICA staff as part of the installation process.
b. Provide ongoing technical support for the contract's duration.
c. Provide online help/support request submission capability for the duration of the contract.
d. Provide after-hours emergency support.
e. Provide training and support materials for user navigation.
f. User Acceptance Test (UAT) procedures and test environment for every upgrade, patch, enhancement, and other system changes.
g. Designated training environment available for user training and demonstrations.
h. Designated testing environment available to lead agency and system administrators.
i. Integrated ticketing system for users and system administrators.
j. Well-coordinated patch release timing, content, communication, and testing.

    k.   Vendor maintains an actively updated and available library of training materials for use in training end users (e.g., comprehensive manuals, online training, etc.).

5. REPORTING AND EXPORT/IMPORT FUNCTIONALITY

The product should include robust and dynamic reporting toolset that allows for or includes the following:

    a.   The capacity for ad-hoc live data reporting with more intense reporting needs handled by a data warehouse (see below).

    b.   Clearly documented data models and schema with an up-to-date data dictionary.

    c.   User-created custom data queries and custom data elements that can be stored and re-run as needed.

    d.   User-created custom reports and data views with accompanying tools to provide modern data visualizations, tabular reports, and data exports.

    e.   The use of industry-standard languages and tools for user-level reports and query development.

    f.   Data exports in a variety of standardized data formats (CSV, JSON, XML).
- This should include the ability to design data exports for specific organizational needs where required (e.g., Salvation Army reporting requirements).
- Data security and visibility restrictions should apply to data exports allowing for export by clients at different visibility levels. (Desired)

    g.   Data import and upload capacity utilizing a variety of standardized data formats (CSV, JSON, XML). (Desired)
- This should include the potential for client level data uploads at specific access and visibility levels. (Desired)

    h.   A granular security model that allows customized reports to be shared and run at different visibility levels.
- This model should allow for clear and detailed report-level security audits.

    i.   Clear roadmap for reporting and data updates and a commitment to keeping the reporting product up to date.

    j.   Ability to report on providers in custom groups defined by user-set criteria.
- At a minimum this should include the ability to create custom groups for reporting by provider, but additional functionality would be welcomed.

6. DATA SECURITY AND PRIVACY

6.1 Data Ownership

    a.   Vendor does not own data and is not entitled to use HMIS data without the express consent of the MN Governing Board and any relevant tribal entities. In the event of contract termination, all records should be destroyed after transition.

6.2 Data Visibility

    a.   Data sharing controllable at the data element level.

6.3 User Account Security

a. Platform should apply current security best practices for all aspects of account management.
b. Passwords should be subject to minimum complexity requirements.
c. Accounts should allow for two-factor authentication (device, software token, hardware key) and one-time password authentication.
d. Users accounts automatically become inactive if no activity occurs within a specified window.

6.4 Activity Audit

a. Log system activity in an easily accessible method for analysis and audit trail.
b. Provide access to system activity via intuitive, robust audit tools.
c. Alerts and warnings based on system activity should be available and configurable.

7. DATA STORAGE

7.1 Data Hosting and Maintenance

a. Provide web-based data hosting, data backup/recovery/storage for the contract's duration.
b. Both the data platform and the application software used to manage data collection should be hosted and maintained.
   - Server software and hardware should be kept up to date with all security and software patches regularly applied.
   - Security issues should be reported and fixed as soon as possible in accordance with a documented disclosure process.
     - This includes regular updates to customers about those issues and fixes.
c. Updates to software and platform should be consistent allowing the platform to continue to stay current without limiting security and/or critical access.
   - A documented application roadmap should be provided with evidence that previous elements of the roadmap have been delivered in the timeframe identified.
   - Communication about software updates should be clear and accurate.
   - Prior to an update, test platforms should be provided with significant lead time to allow for customer testing and feedback.
d. Fully encrypted API access via SSL/TSL.
   - API should use industry standard authentication (OAuth 2.0) with full support for data scoping and token revocation.
   - API access should be subject to the same audit trail, visibility, and access level permissions and tracking.
e. Software should be hosted on servers residing in Tier IV datacenters with additional geographic redundancy to support a 99.95% uptime.

- Unplanned downtimes should undergo a complete root cause analysis with reportable results to the user.
  f. The software and the systems supporting it should undergo regular disaster recovery testing with reportable results.
  g. The software and systems should be subject to external security review with reportable results.
  h. Data should be backed up multiple times a day and include block-level incremental backups as well as the capacity for snapshot/in-place recovery.
  i. Server capacity, downtime, redundancies
    - In the past year, list number of unplanned outages, downtime, and detailed process for restoration (identifying outage, deploying resources, isolating root cause, fixing, communicating out)

7.2 Data Warehousing

a. Feature-complete data warehouse for data reporting and analysis.
b. Data warehouse should include a well-documented and up-to-date data schema and data dictionary.
c. Warehouse data is kept up to date with consistent updates from the live data that can be clearly tracked and audited.
d. The data warehouse should be expected to meet a service level of at least 99.95% uptime.
e. A granular and robust security model for working with warehouse data that allows for a variety of access needs and visibility levels.
   - This includes the need for an audit trail and access level tracking of data and reports.
f. Fully encrypted API access to data warehouse via SSL/TSL.
   - API should use industry standard authentication (OAuth 2.0) with full support for data scoping and token revocation.
   - API access should be subject to the same audit trail and access level permissions and tracking.
g. Clear roadmap for data warehouse development updates with support for any significant transition.
h. Updates and changes to the data warehouse should be clear, well-documented, and complete.
i. Updates to the data warehouse should allow for the temporary testing and comparison of the older and newer data builds to aid in transition and custom testing.

8. COMPARABLE DATABASE

As the HMIS Lead, ICA does not manage the HMIS comparable databases for Minnesota's Victim Service Providers (VSP). However, ICA does play a supportive role with HUD CoC and HUD ESG funded VSPs who are required to use an HMIS comparable database. Even though VSPs are prohibited from using HMIS, ICA strives to provide VSPs with expert support in

interpreting the HMIS Data Standards and their HUD required reports, the CoC APR and ESG CAPER. With that in mind, please describe any software in your portfolio that meets the requirements of an HMIS comparable database for VSPs.

DATA MIGRATION EXPERIENCE AND TIMELINE

Please describe your approach to data migration for communities, including staff resources assigned, staff resources required of the HMIS lead, project tasks and sample timeline, how you communicate before, during, and after a migration.

Consider the following:

- Describe your quality assurance and testing approach.
- Describe an example where migration proved more difficult than planned and how you communicated, partnered, and resolved the issue.
- the size and scope of past implementations you moved, e.g., number of agencies, number of projects per agency, number of total users, number of users per agency, total unique clients in the system, how much server space dedicated to the database, blackout period length.
- Provide a high-level list of tasks required, post-migration support.
- Projected timeline for a new customer in 2024, including high level tasks and roles involved (e.g., CoC, HMIS lead, software vendor engineering team).

SUMMARY OF COST

Please describe the following cost considerations.

COST MODEL

Describe your standard cost model. Include information pertaining to billing structure (e.g., by license, license type, by number of providers, by size of database, etc.). Describe annual costs, one-time costs, or other relevant costs, including any cap or limit to annual increases.

FACTORS AFFECTING COST OF STANDARD LICENSE

List factors or conditions that impact the estimated annual cost provided above (e.g., payment schedule, length of initial contract, licensing of additional functionality, purchase of other services) or cause it to fluctuate (e.g., additional users, additional projects, number of client records).

COST NOT INCLUDED IN STANDARD LICENSE

List any requirement with additional cost. Do not list any requirement that does not incur additional cost. Do not list any cost more than once unless it could be incurred more than once. If a single feature (e.g., an add-on module) will satisfy multiple requirements, include a general description. If the listed cost is an estimate subject to significant change, include a brief note to that effect after the description. Example: "Req. 7.3. Upload photos, scans, and other documents to a client record (Estimate – depends on file size / number of uploads)"

DATA MIGRATION COSTS

Describe costs specific to data migration, including factors or conditions that apply to data migration costs and corresponding costs of each.

ELIGIBLE APPLICANTS

REQUIRED EXPERIENCE

All applicants must meet the following minimum requirements:

- At least five years of experience developing and providing an HMIS;
- At least five years of experience translating federal grant guidelines and program regulations into software requirements and implementation of software solutions to meet federal, state, and local reporting requirements;
- At least five years of experience working with private, nonprofit, and public entities providing services to persons experiencing homelessness;
- At least five years of experience in data hosting, data storage, data security, network operations, backup, and uptime, as well as redundancy of all systems for a large jurisdiction with multiple users in multiple agencies;
- Demonstrated success in legacy data migration (import and export) and ongoing data integration (import and export) across multiple software solutions using the CSV schema mandated by HUD;
- Demonstrated ability to collect and generate all HUD required Universal and Program Specific Data Elements and Reports;
- Meet all HUD and local CoC compliance requirements of current HMIS data standards and regulations regarding privacy and confidentiality.

ORGANIZATIONAL CAPACITY AND FINANCIAL SOLVENCY

Please include the following documents in your application (if you do not have or are unable to provide, please share why):

- Articles of Incorporation, including any amendments, and by-laws
- Audited financial statements, including if required, OMBA-133 Single Audit (last 2 fiscal years or written explanation as to why no audit was conducted)
- Conflict of Interest Policy
- Service Organization Control (SOC 2) Report
- Executive Leadership or Senior Management Team (resumes or short biographies)
- Insurance - Evidence of General Liability and Workers Compensation Insurance
- Litigation and/or Contract Compliance Certification
- Confidentiality Policies and Procedures

- Third Parties
  - If any task, feature, or functionality requires the involvement of a third party, provide contact information, briefly describe the services provided, and identify the associated requirement(s). Provide a sample service agreement or contract (screenshot/scan/other) below. If costs are not defined in the agreement, include them in the description.

REFERENCES

List at least three current customers, including:

- Name
- Email address
- Phone number
- HMIS lead entity
- Scope of services
- Number of years as a customer
- Approximate size of implementation

Exception: ICA's current vendor is exempt from the requirement to provide a reference from an HMIS implementation.

References will be asked to answer a standard set of questions about factors pertinent to Respondent's ability to meet ICA's HMIS needs, including reliability, user experience, communication, adaptability, and customer service.

ICA may pursue or request additional references if a listed reference is unable or unwilling to answer these questions.

PROPOSAL CONTENT & SUBMISSION

FORMAT

All proposals must address each named item in the Scope of Services sections of this RFP: data philosophy, features and functionality, data migration experience and timeline, summary of cost, organizational capacity and financial solvency, and references.

Section 1: Cover Letter (1 page maximum) Give a brief introduction to your organization, including years of experience in providing HMIS software solutions, scope of the software solutions provided, number of employees, and location of headquarters, time of general operations in (CST) zone, primary contact person's name, and phone number. The letter must be signed by an authorized signatory.

Section 2: Scope of Services (20 pages maximum) Please describe proposed services as they pertain to the Scope of Services section in this RFP, referencing each section title and number, if applicable. For all required services, please provide a description of how your software provides a solution to this need or

could be able to provide a solution pending additional development. Provide screenshots as appropriate. For any services requested as "Desired" please detail if this function is currently available or in development.

Section 3: Organization, Philosophy, and Experience (4 pages maximum + requested documentation) Please describe the organization's experience in providing HMIS software.

Section 4: Planning and Cost (10 pages maximum) Provide a project plan that details all activities, resources, estimated times, and all one-time & ongoing costs necessary to successfully implement the project.

SUBMISSION

Please submit proposals electronically by August 31st, 2023, at 11:59PM CST. Proposals should be in pdf format and separate files should be in a compressed zip folder.

Email the completed application and documents to mnhmisboard@icalliances.org. Applications will not be accepted via facsimile or mail.

Proposals received after August 31st, 2023, at 11:59PM CST, will not be accepted.

Amendments and/or addendums submitted after the proposal deadline will not be reviewed. However, the Minnesota HMIS Governing Board and ICA reserve the right to request clarification of unclear or ambiguous statements made in the proposal.

PROPOSAL REVIEW TIMELINE

Below describes the general timeline for Minnesota's HMIS software review.

Activity	Date
RFP released	July 17th, 2023
RFP deadline	August 31st, 2023
RFP review	September 1 – October 1, 2023
Finalist vendor demonstrations	October 2023
Vendor selection	November 2023

PROPOSAL EVALUATION & SELECTION

The Minnesota HMIS Governing Board, ICA, and partners value a transparent, inclusive process. To that end, while ultimately, board members hold voting authority, **power sharing and participation should be built into the review at each turn**. ICA staff are providing logistical support in writing the RFP, soliciting

proposals, organizing the responses, and shepherding the review and scoring process. We hope this allows you and other key partners to actively participate without the administrative burden.

Throughout the process, broad participation will expand and contract. At its most inclusive, we will have a public comment period for RFP and an open invitation to finalist demonstrations. And during the review of proposals, partners including yourselves, the Governing Board, committees, ICA staff, HMIS users and key partners will be welcome to review and score materials.

In fulfilling the Governing Board's mission, proposals will be evaluated by rating perceived qualities of equity, effectiveness, efficiency, compliance, and adaptability.

AUTHORITY TO SELECT AND DESIGNATE VENDOR

The 10 Continuums of Care, HMIS Governing Board, and HMIS lead/state system administrator (ICA), have a Memorandum of Understanding (MOU) that outlines roles and responsibilities. This MOU, along with Governing Board bylaws, states the HMIS Governing Board designates the software vendor and platform Minnesota uses. Therefore, the representative voting members have responsibility to get buy-in and perspective of their constituencies.

With a decision as fundamental as software selection, it is important that the voting members share power with those they represent throughout the evaluation process.
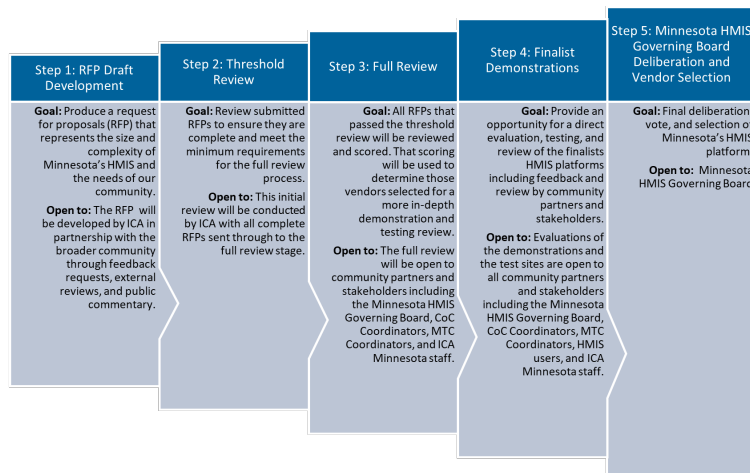
The Governing Board and ICA have built in several opportunities for broad partner and user involvement throughout the RFP development and review process.

The 10 Governing Board members will vote 1. Whether Minnesota's HMIS vendor will remain the same or change, 2. If yes to changing, which vendor to select. These two decisions will be voted on concurrently during a public board meeting.

OVERVIEW OF COMMUNITY INPUT AND EVALUATION PROCESS

[ADD PAST COMMUNITY INPUT THAT is informing this]

The evaluation and selection process are organized as follows:

Step 1: RFP Draft Development	Step 2: Threshold Review	Step 3: Full Review	Step 4: Finalist Demonstrations	Step 5: Minnesota HMIS Governing Board Deliberation and Vendor Selection
Goal: Produce a request for proposals (RFP) that represents the size and complexity of Minnesota's HMIS and the needs of our community. **Open to:** The RFP will be developed by ICA in partnership with the broader community through feedback requests, external reviews, and public commentary.	**Goal:** Review submitted RFPs to ensure they are complete and meet the minimum requirements for the full review process. **Open to:** This initial review will be conducted by ICA with all complete RFPs sent through to the full review stage.	**Goal:** All RFPs that passed the threshold review will be reviewed and scored. That scoring will be used to determine those vendors selected for a more in-depth demonstration and testing review. **Open to:** The full review will be open to community partners and stakeholders including the Minnesota HMIS Governing Board, CoC Coordinators, MTC Coordinators, and ICA Minnesota staff.	**Goal:** Provide an opportunity for a direct evaluation, testing, and review of the finalists HMIS platforms including feedback and review by community partners and stakeholders. **Open to:** Evaluations of the demonstrations and the test sites are open to all community partners and stakeholders including the Minnesota HMIS Governing Board, CoC Coordinators, MTC Coordinators, HMIS users, and ICA Minnesota staff.	**Goal:** Final deliberation, vote, and selection of Minnesota's HMIS platform. **Open to:** Minnesota HMIS Governing Board

THRESHOLD REVIEW

Proposals will be reviewed for completeness. Proposals that do not include all the requested documents, demonstrate Proposer's eligibility, project appropriateness and demonstrated ability to perform the services to scale, as detailed in the RFP may be rejected at the ICA staff sole discretion.

[INSERT SIMPLE CHART WITH THRESHOLD CHECKBOXES FOR LISTED CRITERIA]

FULL REVIEW

SCORING RUBRIC HERE	EVALUATION CRITERIA	REVIEW STAGE	POINT SCALE
List same elements that appear in features section, cross walked against the dimensions from the Governing Board mission statement	To what extent does the proposal meet the requirements?	Internal public	0-3 point scale for each element • 0 = does not meet requirement • 1 = partially meets requirement • 2 = meets requirement • 3 = exceeds requirement Weight scores along dimensions or along features category (e.g., use a multiplier to weight Equity, or to weight Data Security and Privacy)

EVALUATION OF DEMONSTRATION AND TESTING

(Planned demonstration of software by finalist vendors)

SCORING RUBRIC HERE	EVALUATION CRITERIA	POINT SCALE
Live demonstration		Narrative notes
Hands-on testing: data entry	To what extent does the hands-on experience meet the requirements?	0-3 point scale for each element • 0 = not present / not experienced

		• 1 = partially meets requirement • 2 = meets requirement • 3 = exceeds requirement
Hands-on testing: system administration		
Hands-on testing: built-in reporting		
Hands-on testing: report building		

PROPOSAL CONDITIONS & RESERVATIONS

Provide a brief description and status of any contract terminations, litigation, censure by professional certifying authority, or other formal action initiated against vendor organization related to contract disputes or non-compliance. If none, so state.