Coalition for the Homeless-
Request for Proposals:

Point in Time Technology and System Dashboards

* This is a two-part RFP – vendors are encouraged to apply for both or only one area.

RFP Release Date: Oct 6, 2023
Response Due Date: October 27, 2023, at 12:00pm
Questions: contracts@homelesshouston.org
RFP Questions and Communications

To support vendors in preparing their proposals, the Coalition for the Homeless of Houston/Harris County, Lead Agency to The Way Home Continuum of Care (CoC), will answer questions submitted by email only to the points of contact by the RFP Questions Deadline.

RFP Release Date: Oct 6, 2023
FAQ’s Open- Oct 6, 2023
FAQ Closes- October 20, 2023.
Response Due Date: October 27, 2023, at 12:00pm

Point of Contact(s)
All competition questions should be directed to: Email- contracts@homelesshouston.org

Submission Requirements
Proposals must be received no later than October 27, 2023. Completed proposals must include one (1) electronic PDF copy sent via email to contracts@homelesshouston.org File names should be descriptive in the electronic copy.
Overview

Section 1: Coalition for the Homeless

Coalition for the Homeless is the leader of the homeless response system for Harris, Fort Bend, and Montgomery Counties. Since 2012, the Coalition has been proud to serve as lead agency to The Way Home Continuum of Care (CoC), which is the local homeless response system.

To better understand our role, think of air travel. Airlines that you have likely heard of (United, Delta, Southwest, etc.) work directly with passengers to move them from point A to point B. But just as important are the airport personnel and air traffic control, which ensure that the airlines can serve passengers efficiently and to the highest degree of service. They also perform other necessary behind-the-scenes functions, like monitoring and reporting on big-picture data to understand trends in air travel — and using what they learn to make sure there are enough gates at the airport to manage traffic.

In the same way, our community has dozens of direct service providers who work directly with people experiencing homelessness to move them from homelessness to housing. And the Coalition supports those agencies by making sure we are coordinated and well resourced, and by keeping an eye on system-level data and trends.

For every $1 the Coalition receives in private funding, we bring more than $47 in public funding into the Houston region to implement homelessness solutions. Under the Coalition's leadership, since 2011 overall homelessness in the Houston region has decreased by more than 60% and, since 2012, the partners of The Way Home have placed more than 28,000 people into permanent housing programs.

Mission Statement: The Coalition for the Homeless of Houston/Harris County acts as a catalyst, uniting partners and maximizing resources to move people experiencing homelessness into permanent housing with supportive services.

Vision: Everyone in our community has a safe place to call home.

Section 2: RFP Description

The Coalition for the Homeless is soliciting proposals from experienced and qualified vendors to provide support in two key areas of our CoC.

Conducting the Homeless Count and Survey is obligatory for the Lead Agency within an identified CoC. The coalition has scheduled the unsheltered count for January 2024, with the sheltered count occurring on the evening of January 22, 2024. We are seeking proposals from vendors specializing in mobile technology to help facilitate the unsheltered count. Refer to the attached Statement of Work for details and requirements.

For System Technology and Support - The required support includes development and maintenance of project-level and system-level dashboards, establishment of a functional data warehouse, provision of data analysis tools, and provision of a mobile app to support Street Outreach efforts. For a detailed insight into our requirements and specifications, please consult the attached Statement of Work.
Competition Timeline

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Part I

Minimum Requirements

To be considered for funding through this RFP, projects must meet or be prepared to meet the following requirements by:

- Be in good standing with all government and funding contracts and not be suspended, debarred, or otherwise ineligible from receiving federal funds.
- OMB Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.
- Drug-Free Workplace.
- Conducting Business in accordance with Ethical Standards/Code of Conduct
- Demonstrated experience and expertise in data analysis as it pertains to HUD and CoC Requirements.
- Proven track record of successful application submissions.
- Extensive knowledge of HUD’s rules, regulations, and requirements.
- Strong analytical, organizational, and communication skills.

Part II

Evaluation and Scoring

Proposals will be evaluated based on the completeness and quality of the response, understanding of the project requirements, qualifications and experience, and cost-effectiveness.

The Coalition for the Homeless reserves the right to request clarifications or additional information from proposers.

Successful vendors will be notified by November 1, 2023 and contractual terms and conditions will be negotiated thereafter.

Part III

Statement of Work

All areas below should include the following Professional Services.

I. Federal Guidance Monitoring: Ongoing monitoring and interpretation of Federal guidance relating to HMIS (Homeless Management Information System) data collection and reporting, ensuring the latest mandates and policies are followed effectively.
II. **Analytical Support:** Provision of creation, analysis, and review support for both system and project performance dashboards, enabling precise interpretation and meaningful utilization of data.

III. **NOFO Rating & Ranking Consultation:** Supply of tools and expert consulting to support the Notice of Funding Opportunity Announcement (NOFO) Rating and Ranking process, facilitating an efficient and effective assessment.

IV. **HMIS Steering Committee Planning Assistance:** Planning and logistical support for HMIS Steering Committee meetings, assuring smooth operation and alignment with organizational objectives.

V. **Technical Assistance for Community Prioritization Models:** Assistance in the creation and refinement of community prioritization models, focusing on technical aspects to drive efficiency and accuracy.

VI. **HMIS Report Creation Assistance:** Support during the creation of HMIS reports during times when existing software solutions in the region cannot accurately produce required reports, ensuring data integrity and compliance.

VII. **HMIS Vendor Data Export Validation:** Validation of HMIS vendor's capability to export data in the current HUD (Housing and Urban Development) CSV format, confirming alignment with stipulated data standards.

VIII. **HMIS Vendor Reporting Logic Validation:** Assistance in validating HMIS vendor's reporting logic when discrepancies arise and independent third-party guidance is beneficial for resolution.

IX. **Representation at Meetings and Conferences:** Virtual or onsite representation at regional steering committee meetings, CoC meetings, HMIS conferences, and webinars to advocate for the interests of the Continuum of Care (CoC).

X. **Data Quality Monitoring Services:** Monitoring services for data quality, detecting discrepancies and facilitating targeted remediation of existing data quality issues while implementing tools and best practices to prevent future discrepancies.

XI. **Compliance Guidance & Technical Support:** Providing guidance and technical support to ensure regional compliance with HUD requirements related to Coordinated Entry, securing alignment with all stipulated mandates.

XII. **Support for HUD Point in Time Count:** Virtual support during the preparation and execution of the HUD Point in Time count, ensuring proper training of volunteers, accurate setup of the command center, and familiarity with the necessary tools for an efficient and accurate count.

XIII. **Technical Support during Count:** Availability during the count to address technical issues and respond to inquiries from the designated Technical Lead on the utilization of either the Counting Us app or the Regional Command Center.

**Part 1: Point in Time**

The Houston Homeless Count and Survey/Point in Time (PIT) Count goal is to: To accumulate high-quality, accurate data and reports, conforming to HUD and other governmental stipulations, detailing the number, characteristics, and service needs of individuals, families, subpopulations, and unaccompanied youth experiencing homelessness across the City of Houston, and Harris, Fort Bend, and Montgomery Counties.

1. **Document Review and Application:**
   - Evaluate and apply all pertinent HUD documents and guidelines relevant to the Point-in-Time (PIT) count.

2. **Methodology Implementation:** The Consultant will furnish the following as required for implementing the methodology:
a. Provision of access to HUD-compliant PIT survey collection for individuals and households, available via mobile and internet technology.

b. Capacity to tailor survey questions based on CoC needs.

c. Deployment of observational survey collection for individuals and households via mobile technology.

d. Recording of GPS coordinates for all completed surveys.

e. Provision of access to a web-based command center for real-time count monitoring.

f. Accessibility to all raw PIT data in Excel and CSV formats.

g. Capability to modify surveys as necessary.

h. Training for designated Coalition staff on technology utilization.

i. Management of volunteer registration.

j. Live virtual support throughout the three-day count as required.

- Including training supports, flyers and materials.

k. Ability to set up Point in Time registration by date as requested by the lead agency.

3. **Collaborative Approach:** The chosen Consultant will collaborate extensively with the Continuum of Care, ensuring alignment with goals and methodologies, and fostering a seamless flow of communication and implementation. Meetings will start in November 2023 to ensure alignment and coordination between the two parties.

4. **Outcome:** Produce comprehensive, quality-assured data and reports meeting the standards and requirements of HUD and other governing bodies, to gain insights into the homeless populations within specified regions, thereby aiding the formulation of informed, effective strategies and interventions.

**Part 2A: Mobile Tech to Support Outreach**

To acquire system support, encompassing mobile technology and dashboards, aimed at optimizing the functionality of our Continuum of Care (CoC).

**Mobile Technology Component for System Outreach:** Implementation of a mobile technology component to enhance system outreach, inclusive of the following functionalities:

a. Case Management Functionality:
   - Enable the capturing of identifying information about individuals.
   - Address immediate needs while strategizing towards the goal of stable housing.

b. Regional Command Center Access:
   - Provision for regional administrators to supervise and manage street outreach providers utilizing the app technologies, endorsing centralized management and oversight.

c. Encampment Management Tools:
   - Solutions to record locations of encampments, monitor encampment statuses, and generate by-name lists of occupants.
   - Permit outreach staff to capture visual documentation and pertinent details of encampments to facilitate providers in supporting the inhabitants efficiently.
d. Community Resource Directory Access:
   - Access to the Community Resource Directory from within the technology app.
   - Implementation of data management tools within the Regional Command Center to update and maintain information found within the directory.

Part 2B: Data Warehouse

The data warehouse solution sought should encompass an extensive range of functionalities and tools designed to optimize data management, analysis, and reporting, thereby promoting informed decision-making, and enhanced organizational performance.

- **Data Import Functionality**: The solution should facilitate seamless importation of data, ensuring integrity and accuracy, and support the assimilation of varied data types and formats, allowing for flexible integration of datasets.

- **Data Quality Monitoring Tools**: Incorporation of robust tools to monitor the quality of data is crucial, detecting and rectifying inconsistencies, discrepancies, and errors, and maintaining the highest standards of data reliability and validity.

- **Internal Analysis Tools and Dashboards**: Provision of advanced internal analysis tools and intuitive dashboards is essential, enabling comprehensive analysis and visualization of data, facilitating insights extraction, and strategic decision-making.

- **Project Performance Scorecards**: Implementation of project performance scorecards to present a succinct and clear evaluation of project outcomes, measuring against predefined benchmarks and objectives, promoting accountability and continuous improvement.

- **HUD Reporting Tools**: The data warehouse should possess the capability to generate a diverse range of HUD (Housing and Urban Development) reports, including but not limited to:
  - Continuum of Care Annual Performance Report (APR)
  - Emergency Solutions Grant Consolidated Annual Performance and Evaluation Report (CAPER)
  - HMIS Annual Performance Report (HMIS APR)
  - Housing Inventory Chart (HIC)
  - Projects for Assistance in Transition from Homelessness (PATH) Annual Report
  - Point in Time Homeless Census Report

- **System Performance Measure (SPM) Reports**, focusing on areas such as:
  - Length of Stay
  - Returns to Homelessness
  - Number of Homeless Persons
  - Employment and Income Growth
  - Number of Newly Homeless
  - Successful Placement from Street Outreach
• By-Name List Production Functionality: The functionality to produce "by-name lists" is integral, ensuring personalized, detailed, and actionable insights into individual clients or cases, aiding in precision-targeted interventions and support strategies.

Part 2C: Performance Dashboards
To develop comprehensive, intuitive, and informative performance dashboards at project, system, and Youth Homelessness Demonstration Program (YHDP) levels. The dashboards will support the analysis and review of data, enable insight into demographic profiles and outcomes for high-priority target populations, and facilitate oversight of data quality across various projects contributing data to the HMIS warehouse.

• Public-Facing Dashboards: Development and support for dashboards that are accessible to the public, with a focus on transparency and accessibility of data and information. Public facing dashboards should include:
  o Project Dashboards: To facilitate detailed, project-level insights and analysis, enabling optimal data utilization for informed decision-making.
  o System Dashboards: To provide a holistic overview of the system's performance, identifying areas of improvement and operational efficiency.
  o YHDP Dashboards: To focus on tracking and analyzing data specific to the Youth Homelessness Demonstration Program, supporting effective program implementation and outcome evaluation.

• Data Refresh Option: Regular updates and refreshes to the dashboards, at least on a quarterly basis, ensuring the availability of the most current and accurate data.

Dashboards Functionality:
Dashboards should fulfill the following objectives:

a. Data Review & Conversion Analysis:
  • Support the review of data pre and post conversion, ensuring accuracy and integrity of data through transition processes.

b. Demographic & Outcome Analysis:
  • Enable detailed review of demographic profiles and outcomes for high-priority target populations such as Veterans and the Chronically Homeless, providing insights for targeted interventions and support.

c. Disparity Analysis:
  • Facilitate the analysis of disparities in performance outcomes between different racial categories, promoting equity and informed strategy development.

d. Data Quality Oversight:
  • Provide comprehensive oversight of the data quality from various projects contributing HMIS data to the warehouse, ensuring consistency, reliability, and validity of the data integrated into the system
Part IV

Proposal Submission

- **Format**
  1. Proposals should be submitted in PDF format.
  2. All documents should be clear, concise, and comprehensively address all requirements and criteria outlined in the RFP.

- **Content**
  1. **Cover Letter:** Brief introduction and summary of the proposal.
  2. **Organizational Profile:** Details of experience, qualifications, and expertise, specifically relating to HUD knowledge and experience.
  3. **Response to Scope of Work:** Detailed plans and approaches for each task outlined in the Point in Time and System Technology sections. If you plan to only submit for one section please omit the other. There are two parts of the scope of work: Part 1 focuses on PIT support and Part 2 (A, B, and C) focuses on system dashboards, data warehouse and outreach applications. Please respond to both or choose to only respond to Part 1 or 2.
  4. **Budget:** Detailed budget including breakdown of costs.
  5. **References:** Minimum of three references from past clients with similar needs.

- **Submission Confirmation:**
  Upon receipt of the proposal, a confirmation email will be sent to the sender within 24 hours. If a confirmation email is not received, please contact contracts@homelesshouston.org
## Part V - Scoresheet

<table>
<thead>
<tr>
<th>Category</th>
<th>Points Allowed</th>
<th>Vendor 1</th>
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</thead>
<tbody>
<tr>
<td><strong>Has vendor complied with all RFP requirements?</strong></td>
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<tr>
<td>- Submitted by deadline</td>
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<td>- Vendor is not debarred, suspended, or otherwise ineligible to do business with the Federal Government.</td>
<td>Yes/No</td>
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<tr>
<td><strong>1.0 Experience and Structure</strong></td>
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<tr>
<td>1.1 Demonstrated experience and expertise in Point in Time Technology Support and System Technology including dashboards and technology applications</td>
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<tr>
<td>1.2 Experience of Individuals leading the Analysis</td>
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<tr>
<td>1.3 Examples of Past Performance including Proven track record including examples of work with other CoC's</td>
<td>10 Point Max</td>
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<tr>
<td>1.4 Quality and Level of Professionalism</td>
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<tr>
<td>1.5 Overall Experience of Company/Vendor</td>
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<td><strong>2.0 Project Approach</strong></td>
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<td>2.1 Methodology, Approach and understanding of the work to be performed</td>
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<td><strong>3.0 Ability to provide required services</strong></td>
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<td>3.1 Agencies’ capacity and capability to meet the scope of the project</td>
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<td><strong>4.0 Cost</strong></td>
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