



CFTH REQUEST FOR PROPOSAL:

- **Outreach and Community Resource Application with ClientTrack/HMIS Integration**
- **RFP Release Date: September 16, 2026**
- **Proposal Due Date:** October 8, 2026, by 5:00 p.m. Central Time
- **Questions and Submissions:** contracts@cfthhouston.org
- **Required Production Date:** The solution must be fully operational no later than January 4, 2027.

1. ORGANIZATIONAL OVERVIEW

The Coalition for the Homeless of Houston/Harris County (“CFTH”) serves as the lead agency to The Way Home Continuum of Care (“CoC”), the local homeless response system serving Harris, Fort Bend, and Montgomery Counties.

CFTH coordinates the regional response to homelessness by bringing together homeless service providers, local governments, healthcare systems, behavioral health organizations, housing providers, funders, faith-based organizations, and other community partners.

CFTH also serves as the Homeless Management Information System (“HMIS”) Lead and Coordinated Entry (CE) lead for the CoC. The CoC currently uses ClientTrack as its HMIS platform.

2. PURPOSE OF THE RFP

CFTH is soliciting proposals from qualified vendors to implement and support a mobile-responsive outreach and community resource application that works in direct conjunction with ClientTrack/HMIS.

The solution will support:

- Street outreach and field-based service delivery;
- Outreach-request intake and assignment;
- Encampment and location-based outreach coordination;
- Access to current community resource information;
- Provider and public resource navigation;
- Regional outreach coordination;
- Documentation of field-based contacts and services;
- Real-time or near-real-time transmission of required information into ClientTrack/HMIS; and
- Operational reporting and oversight.

This procurement does not include the replacement of ClientTrack/HMIS, development of a separate HMIS, development of a competing client database, Point-in-Time Count software, or development of a separate data warehouse.

ClientTrack/HMIS shall remain the authoritative system of record for HMIS client records, enrollments, assessments, contacts, services, referrals, Coordinated Entry information, and other HMIS-required data.

The selected application shall function as a field-based and resource-navigation layer that works with HMIS. It shall not establish an independent or competing client record.

3. PROCUREMENT STANDARDS AND FAIR COMPETITION

CFTH intends to conduct this procurement in a manner that provides full and open competition and is consistent with applicable HUD requirements, federal grant requirements, 2 CFR Part 200 procurement standards, CFTH procurement policies, and other applicable laws and regulations.

The requirements in this RFP are based on operational, security, integration, and performance needs. They are not intended to favor a specific vendor, product, or proprietary approach.

Vendors are not required to have a preexisting ClientTrack integration to submit a proposal. However, vendors must demonstrate the technical ability, staffing, experience, and implementation readiness necessary to complete the required integration within the stated timeline.

All prospective vendors shall receive access to the same material information. Any clarification or material information provided to one prospective vendor shall be made available to all prospective vendors through a written addendum.

No vendor shall receive exclusive access to outreach staff, operational information, client information, or a production environment during the procurement.

CFTH employees, evaluation committee members, consultants, and other individuals participating in the procurement shall disclose actual or potential conflicts of interest and shall not participate where a conflict would affect, or appear to affect, the integrity of the procurement.

4. PROCUREMENT TIMELINE

Activity	Date
RFP released	September 16, 2026
Vendor question period	September 16–22, 2026
Required outreach ride-along window	September 21–25, 2026
Final responses and addenda issued	September 28, 2026
Proposals due	October 8, 2026
Responsiveness and minimum-requirement review	October 9–12, 2026
Proposal evaluation	October 12–16, 2026
Standardized finalist demonstrations or pilot sessions, if requested	October 19–21, 2026
Notice of intended selection	October 23, 2026
Contract negotiation and execution	No later than October 30, 2026
Project kickoff	November 2, 2026

Production launch	No earlier than January 4, 2027
Solution fully operational	No later than January 4, 2027

CFTH reserves the right to modify the procurement schedule through a written addendum. The January 4, 2027 operational deadline shall remain in effect unless CFTH expressly changes it in writing.

5. COMMUNICATIONS AND QUESTIONS

All communications concerning this RFP must be submitted in writing to: contracts@cfthhouston.org

Vendors shall not contact CFTH employees, outreach team members, evaluation committee members, partner organizations, governing body members, or funders regarding this procurement outside the process identified in this RFP. Answers that materially clarify or modify the RFP shall be provided to all prospective vendors through a written addendum.

6. REQUIRED OUTREACH RIDE-ALONG AND FIELD OBSERVATION

Attendance at one CFTH-approved outreach ride-along or field-observation session is required for vendors submitting a proposal.

The purpose of the ride-along is to help prospective vendors understand:

- Field conditions;
- Connectivity limitations;
- Outreach worker safety considerations;
- Mobile-device use;
- Existing field workflows;
- Resource-navigation needs;
- Documentation responsibilities;
- Coordination challenges; and
- The practical relationship between field services and HMIS documentation.

CFTH will offer multiple substantially equivalent sessions during the identified ride-along window. Each session shall use the same orientation, observation objectives, access limitations, and confidentiality requirements.

The following requirements shall apply:

- The ride-along is an observation and discovery activity. No vendor may market, demonstrate, or deploy its product during the ride-along, including while interacting with clients or observing live client services.
- Vendors shall not collect client names, photographs, identifying information, medical information, or other confidential information.

- Vendors shall not access ClientTrack/HMIS during the ride-along.
- Vendors shall comply with staff directions, confidentiality requirements, and safety protocols.
- Vendors shall not independently contact individuals encountered during the ride-along.
- Vendor questions arising from the ride-along must be submitted through the formal RFP question process.
- Material information arising from any ride-along shall be shared with all prospective vendors through an addendum.

Failure to attend an approved session may result in the proposal being deemed nonresponsive.

7. STANDARDIZED FINALIST PROOF OF CAPABILITY OR PILOT

CFTH may require the highest-scoring finalists to participate in a standardized product demonstration, proof-of-capability exercise, or limited pilot session with designated CFTH staff. The exercise may be used to evaluate specific workflows, including ClientTrack/HMIS integration, CE assessment, service documentation, and referral functionality. If conducted, each finalist shall receive:

- The same scenario;
- The same instructions;
- The same time allowance;
- The same synthetic or de-identified test data;
- The same access to participating staff;
- The same evaluation criteria; and
- The same opportunity to respond to evaluator questions.

The exercise shall not include live production use, access to ClientTrack/HMIS production data, or delivery of actual client services. It shall use synthetic or de-identified information and shall not occur while a vendor is interacting with clients. CFTH shall not use the exercise as a substitute for paid implementation work. Pilot results shall be used only for evaluation and shall not give any vendor access to information or experience unavailable to other finalists. CFTH shall not compare vendors during a ride-along; any finalist demonstration or proof-of-capability exercise will be scheduled separately and conducted under the same conditions for each finalist.

8. MINIMUM VENDOR REQUIREMENTS

To be considered, the vendor must:

1. Be legally authorized to conduct business.
2. Be in good standing with applicable government and funding contracts.
3. Not be suspended, debarred, or otherwise excluded from doing business with the federal government.
4. Maintain an active SAM.gov registration if required based on the funding source or final contract.
5. Disclose actual or potential organizational and individual conflicts of interest.

6. Demonstrate experience implementing mobile, human-services, healthcare, homelessness, outreach, resource-navigation, or comparable applications.
7. Demonstrate the technical capacity to integrate with a third-party system of record through APIs, web services, or other approved interfaces.
8. Demonstrate the ability to meet the required implementation timeline.
9. Maintain appropriate commercial general liability, professional liability, cyber liability, workers' compensation, and other applicable insurance.
10. Agree to comply with applicable HUD HMIS requirements, the current HUD HMIS Data Standards, CFTH HMIS policies and procedures, privacy requirements, security requirements, and applicable federal, state, and local law.
11. Agree that CFTH and its authorized participating organizations retain ownership and control of their data.
12. Agree not to sell, monetize, advertise against, or use CFTH or HMIS data to train artificial intelligence or machine-learning models.
13. Agree to disclose all subcontractors, hosting providers, integration partners, and other third parties that may access or process CFTH data.

9. FOUNDATIONAL HMIS REQUIREMENTS

9.1 HMIS AS THE SYSTEM OF RECORD

ClientTrack/HMIS shall remain the sole authoritative client-level system of record for the CoC. The application shall not:

- Replace ClientTrack/HMIS;
- Maintain a competing official client record;
- Maintain a separate authoritative By-Name List;
- Independently establish Coordinated Entry eligibility or prioritization;
- Independently determine program eligibility;
- Independently enroll or exit clients from HMIS projects without an authorized HMIS transaction;
- Provide HMIS access to individuals who have not been approved for HMIS access; or
- Require users to document the same HMIS-required service separately in both systems.

The application may temporarily stage information when required for offline operation or pending transmission. Temporary information must be encrypted, access-controlled, synchronized promptly, and retained or deleted in accordance with CFTH-approved rules.

Operational information that is not maintained in HMIS, such as public outreach requests, resource-directory verification dates, dispatch statuses, or non-client geographic coverage information, may be maintained in the application with CFTH approval.

9.2 REAL-TIME SERVICE AND ASSESSMENT DOCUMENTATION

HMIS-reportable outreach contacts, services, and CFTH-approved CE assessment or field-form data must be transmitted to ClientTrack/HMIS in real time or near real time, subject to approved HMIS workflows and permissions.

Under normal connectivity, the application shall transmit an accepted field submission immediately and shall not rely on an overnight or scheduled batch process.

The vendor shall state:

- The expected transmission time;
- Whether the transaction is synchronous or asynchronous;
- The expected processing time under normal connectivity;
- How failed transactions are identified;
- How users are notified of failures;
- How transactions are retried;
- How duplicate transactions are prevented; and
- How the application and HMIS are reconciled.

If connectivity is unavailable, the application shall securely queue the information and transmit it promptly when connectivity returns. The user must receive clear confirmation that the HMIS transaction was successful or an actionable notice that intervention is required. An HMIS-reportable outreach contact or service may be imported only when the client has an active enrollment in the applicable HMIS outreach project. For a new client seeking an assessment, the solution shall support the CFTH-approved workflow to locate or create the client, establish the authorized outreach enrollment, and transmit the approved CE assessment and service information.

9.3 CLIENT MATCHING AND DUPLICATE PREVENTION

The application shall use CFTH-approved client-search and matching procedures before creating a new client record.

The solution shall support:

- Search of existing ClientTrack/HMIS client records;
- Use of appropriate matching fields;
- Identification of potential duplicate records;
- User review before creation of a new record;
- Preservation of the ClientTrack/HMIS client identifier;
- Duplicate-prevention business rules;
- Duplicate-transaction controls; and
- Reconciliation and exception reporting.

The selected vendor shall work with CFTH, HMIS staff, and the ClientTrack vendor or other authorized technical parties to determine the approved integration approach. The proposal must identify any mandatory integration work, dependencies, costs, and calendar days required for each phase. CFTH may

require a standardized proof-of-concept before award or during implementation to validate the proposed approach using synthetic or de-identified information.

9.4 HMIS ACCESS AND PERMISSIONS

Access to information from ClientTrack/HMIS shall be based on:

- The user's approved HMIS access;
- The user's organization;
- Applicable client consent;
- Applicable sharing agreements;
- HMIS privacy and security requirements;
- Project participation;
- User role; and
- The minimum information necessary for the authorized function.

Access to the outreach application shall not automatically authorize access to HMIS information.

Non-HMIS partners may be permitted to submit outreach requests, view public resource information, or participate in limited referral workflows without receiving HMIS access.

9.5 REPORTING AUTHORITY

Client-level counts, HMIS services, housing outcomes, Coordinated Entry information, HUD reporting, and official By-Name Lists must use ClientTrack/HMIS as the authoritative data source.

The application may generate operational reports related to:

- Outreach requests;
- Dispatch and assignment;
- Resource-directory activity;
- Referral workflow;
- Response time;
- Geographic coverage;
- System use;
- Application errors; and
- Other operational information not maintained in HMIS.

Reports must clearly identify their data source and shall not present application data as official HMIS data unless it has been successfully transmitted to and reconciled with ClientTrack/HMIS.

10. REQUIRED FUNCTIONAL SCOPE

10.1 MOBILE FIELD OUTREACH

The solution shall be mobile-responsive and usable on commonly available smartphones, tablets, laptops, and desktop computers.

Required capabilities include:

- Secure user login;
- Multifactor authentication;
- ClientTrack/HMIS client search;
- Duplicate review;
- Documentation of outreach contacts;
- Documentation of HMIS-reportable services;
- Documentation of immediate needs;
- Field notes, when authorized;
- Referral initiation;
- Resource search;
- Follow-up tasks;
- Location information;
- Date and time attribution;
- Staff and provider attribution;
- Supervisor review;
- Secure offline or limited-connectivity operation;
- Synchronization when connectivity returns; and
- Clear confirmation of successful HMIS transmission.

The application shall minimize required fields and unnecessary administrative steps while maintaining HMIS data quality and required documentation.

10.2 OUTREACH REQUESTS

The application shall support outreach requests submitted through approved channels, including:

- CFTH or regional coordination staff;
- Outreach providers;
- Authorized community partners;
- Local governments;
- First responders or other approved systems; and
- Members of the public.

An outreach request shall include, as appropriate:

- Date and time received;
- General location;
- Description of the concern;
- Request source;

- Contact information for follow-up, when voluntarily provided;
- Urgency indicators;
- Safety indicators;
- Assignment status;
- Assigned outreach provider or team;
- Contact attempts;
- Resolution status;
- Duplicate-request indicator; and
- Closure reason.

A public or partner-submitted request shall not automatically create an HMIS client record. An authorized outreach worker must first engage or verify the individual and follow applicable consent, privacy, client-search, and HMIS procedures.

Public users shall not be able to view client information, outreach notes, confidential locations, HMIS records, or the disposition of another person's services.

10.3 OUTREACH ASSIGNMENT AND COORDINATION

The solution shall allow authorized regional and provider administrators to:

- Review incoming outreach requests;
- Prioritize requests using CFTH-approved rules;
- Assign requests to an organization or team;
- Reassign or escalate requests;
- Monitor response status;
- Identify unassigned or unresolved requests;
- Identify potential duplicate requests;
- View geographic coverage;
- View outreach schedules and service areas;
- Track response time;
- Monitor requests by county, jurisdiction, provider, and team; and
- Generate operational reports.

The system shall accommodate both CoC-funded and non-CoC-funded outreach partners while respecting organizational independence, participation agreements, privacy requirements, and HMIS access limitations.

10.4 ENCAMPMENT AND LOCATION MANAGEMENT

The solution shall support authorized outreach coordination related to encampments and other locations where people experiencing unsheltered homelessness may be located.

Required functionality includes:

- Recording the general location;
- Mapping or geographic visualization;
- Assignment of outreach responsibility;
- Status and follow-up dates;
- Identification of participating outreach organizations;
- Recording non-client operational observations;
- Identification of duplicate or overlapping outreach activity;
- Identification of service and geographic gaps; and
- Linking authorized HMIS client records without creating a separate official client list.

Any By-Name List of individuals associated with an encampment must be generated from or reconciled with ClientTrack/HMIS. The application shall not maintain a competing By-Name List.

Photographs of identifiable individuals shall not be collected unless expressly authorized by CFTH policy and supported by appropriate consent. Encampment photographs, location information, and other sensitive geographic data shall not be publicly accessible.

10.5 COMMUNITY RESOURCE DIRECTORY

The application shall include a centralized resource directory for outreach staff, providers, referral partners, and the public.

The provider-facing directory shall include, at minimum:

- Program or service name;
- Service category;
- Geographic service area;
- Address or service location;
- Hours and method of access;
- Populations served;
- Basic and detailed eligibility requirements;
- Required documentation, when applicable;
- Referral instructions;
- Current points of contact;
- Available languages;
- Accessibility information;
- Current service availability, capacity, waitlist, or temporary closure information when provided;
- Date last verified;
- Person or organization responsible for verification; and
- Next review date.

Authorized users shall be able to search and filter resources by:

- Client need;

- Service type;
- Location;
- County or jurisdiction;
- Population;
- Eligibility;
- Availability;
- Accessibility;
- Language; and
- Method of access.

The public-facing view shall display only CFTH-approved information appropriate for people seeking assistance and community referral partners. It shall not display provider-only instructions, confidential contacts, client information, HMIS information, or sensitive locations.

Resource-directory information is administrative information and is not required to be stored in HMIS. However, referrals and HMIS-reportable services resulting from use of the directory must work in conjunction with ClientTrack/HMIS.

10.6 CLOSED-LOOP REFERRALS AND WARM HANDOFFS

The solution shall support standardized referrals and warm handoffs among outreach teams, shelters, housing providers, healthcare providers, behavioral health organizations, income and employment partners, community organizations, and other authorized partners.

Referral information shall include, as applicable:

- Referring organization;
- Referring staff member;
- Receiving organization and program;
- ClientTrack/HMIS client identifier when authorized;
- Client consent;
- Assistance requested;
- Urgency;
- Referral date and time;
- Assigned staff member;
- Referral status;
- Status-update date and time;
- Client contact attempts;
- Appointment or service date;
- Follow-up date;
- Outcome;
- Decline or unsuccessful-connection reason;
- Escalation status; and
- Closure date and reason.

Referral statuses shall include, at minimum:

1. Submitted;
2. Received;
3. Accepted;
4. Client Contact Attempted;
5. Client Contacted;
6. Appointment or Service Scheduled;
7. Service Provided or Connection Completed;
8. Declined;
9. Unable to Contact;
10. Escalated; and
11. Closed.

The information shall be transmitted to/from HMIS.

10.7 REGIONAL OUTREACH DIRECTORY AND COVERAGE

The application shall maintain current information regarding participating outreach organizations, including:

- Service areas;
- Outreach schedules;
- Populations served;
- Team capabilities;
- Referral practices;
- Points of contact;
- Languages;
- Hours of availability; and
- Geographic limitations.

Authorized users shall be able to view regional outreach coverage and identify:

- Areas with limited coverage;
- Unassigned outreach requests;
- Overlapping deployments;
- Unresolved requests;
- Service gaps;
- Referral gaps; and
- Patterns in unmet needs.

10.8 NOTIFICATIONS AND FOLLOW-UP

The solution shall support configurable notifications for:

- New assignments;
- Reassignments;
- Urgent outreach requests;
- Unresolved requests;
- Referral acceptance or decline;
- Referral response deadlines;
- Client follow-up;
- Resource records requiring verification;
- System outages; and
- Other CFTH-approved workflow events.

Notifications shall not display unnecessary personally identifiable information through email, text message, push notification, or other unsecured channels.

10.9 DASHBOARDS AND REPORTING

The solution shall provide role-appropriate dashboards and exportable reports addressing:

- Outreach requests received;
- Requests assigned;
- Requests completed;
- Requests remaining unresolved;
- Outreach response time;
- Outreach contacts;
- Attempted contacts;
- HMIS-reportable services delivered;
- Referrals submitted;
- Referral response time;
- Referral status;
- Successful service connections;
- Reasons referrals were declined or unsuccessful;
- Follow-up completion;
- Geographic coverage;
- Areas with unmet requests;
- Duplicate requests;
- Overlapping outreach activity;
- Resource-directory use;
- Resource records due for verification;
- HMIS synchronization status;HMIS transaction failures;
- User activity;
- Provider activity; and
- Application performance.

Public reporting shall use aggregate or de-identified data and shall not expose personally identifiable information, protected information, confidential locations, or HMIS client information.

10.10 USER FEEDBACK AND CONTINUOUS IMPROVEMENT

The vendor shall provide a structured process for gathering and addressing feedback from:

- Outreach workers;
- Supervisors;
- Resource-directory administrators;
- Partner organizations;
- CFTH administrators;
- HMIS staff; and
- People with lived experience.

11. CLIENTTRACK/HMIS INTEGRATION REQUIREMENTS

The vendor shall provide a detailed integration plan that identifies:

1. The proposed integration method.
2. Required ClientTrack APIs, interfaces, licenses, or vendor services.
3. Whether the vendor has completed comparable integrations.
4. Each data element to be exchanged.
5. The direction of each data exchange.
6. The expected transaction time.
7. Authentication and authorization methods.
8. Client-search and duplicate-prevention logic.
9. Error handling.
10. Retry procedures.
11. Audit logging.
12. Reconciliation procedures.
13. Sandbox and testing requirements.
14. Production deployment requirements.
15. Required participation from CFTH.
16. Required participation from the ClientTrack vendor or another third party.
17. Estimated calendar days for each integration phase.
18. Risks and dependencies.
19. Ongoing maintenance responsibilities.
20. Costs associated with integration, including third-party charges.

At minimum, the integration must support CFTH-approved transactions related to the following, with the direction of each exchange clearly identified:

- Client search and matching;

- Client creation when authorized;
- Outreach contacts;
- HMIS-reportable services;
- Referral information where supported;
- Outreach project enrollment, relevant CE assessments, and field forms where approved;
- Consent indicators where supported;
- User attribution;
- Provider attribution;
- Project or program association;
- Date and time;
- Location when appropriate;
- Transaction status;
- Error reporting; and
- Reconciliation.

The solution shall not require direct access to the ClientTrack production database unless expressly authorized by CFTH and the HMIS vendor. All integration decisions are subject to CFTH approval.

12. PRIVACY, SECURITY, AND CONFIDENTIALITY

The selected solution shall comply with applicable:

- HUD HMIS privacy and security requirements;
- Current HUD HMIS Data Standards;
- CFTH HMIS policies and procedures;
- Federal, state, and local privacy requirements;
- Client consent requirements;
- Victim service provider and comparable-database requirements;
- Health information requirements, where applicable;
- 42 CFR Part 2 requirements, where applicable;
- Records-retention requirements;
- Breach-notification requirements; and
- Contractual confidentiality requirements.

The proposal shall provide documentation of an independent security review, SOC 2 Type II report, or comparable security assurance. The vendor shall notify CFTH without unreasonable delay and within 24 hours of discovering a suspected or confirmed security incident involving CFTH information.

The vendor shall not:

- Sell CFTH data;
- Use CFTH data for advertising;
- Use CFTH or HMIS data to train artificial intelligence or machine-learning models;
- Combine CFTH data with unrelated customer data;

- Disclose data except as authorized by CFTH;
- Move data to an unapproved hosting environment; or
- Permit an undisclosed third party to access the data.

13. ACCESSIBILITY AND USABILITY

The solution shall:

- Meet applicable ADA and Section 508 requirements;
- Meet WCAG 2.1 AA or a higher applicable standard;
- Be mobile-responsive;
- Support plain-language instructions;
- Support multilingual content;
- Work in low-bandwidth environments;
- Provide secure offline functionality;
- Minimize clicks and duplicate entry;
- Be usable in outdoor and field conditions;
- Provide clear error messages;
- Provide confirmation when HMIS transactions are complete; and
- Support commonly used assistive technologies.

Usability and accessibility shall be evaluated during the standardized demonstration and user-acceptance testing.

14. IMPLEMENTATION AND STARTUP PLAN

The vendor shall provide a ready-to-execute implementation plan that begins immediately upon contract execution.

The plan shall identify:

- Tasks and subtasks;
- Start and completion dates;
- Vendor staff assigned;
- Staff allocation by phase;
- CFTH responsibilities;
- ClientTrack vendor responsibilities;
- Other third-party responsibilities;
- Integration duration;
- Configuration activities;
- Resource-directory data loading;
- Testing activities;
- Security review;
- Training;

- Cutover;
- Rollback;
- Production support;
- Stabilization support;
- Risks;
- Dependencies;
- Decision deadlines; and
- Corrective actions if a milestone is delayed.

The implementation plan shall clearly distinguish between:

- Vendor-controlled tasks;
- CFTH-controlled tasks;
- ClientTrack or third-party dependencies; and
- Assumptions that could affect the January 4, 2027 production launch and operational date.

The vendor shall notify CFTH in writing within two business days of identifying any issue that may affect a milestone. The notice shall identify the issue, expected impact, corrective action, responsible party, and recovery schedule.

15. REQUIRED DELIVERABLE TIMELINE

Vendors may propose an earlier readiness schedule, but production launch shall not occur before January 4, 2027 unless CFTH expressly approves a written change.

All deliverables are subject to CFTH's written acceptance.

Deliverable	Required Completion	Minimum Acceptance Requirements
1. Kickoff and final implementation plan	November 4, 2026	Final schedule, staffing plan, responsibility matrix, dependency log, risk register, communication plan, integration timeline, and escalation process approved by CFTH.
2. Field workflow and requirements validation	November 10, 2026	Outreach, public request, resource search, referral, consent, service entry, offline, supervision, and error-resolution workflows validated with CFTH and designated users.
3. System and integration design	November 13, 2026	Approved system design, role matrix, resource-directory structure, referral workflow, data map,

		ClientTrack specifications, security design, and reporting specifications.
4. Configured test environment and launch-version prototype	November 23, 2026	Mobile workflow, outreach requests, assignments, resource search, referrals, permissions, offline functions, notifications, dashboards, and public resource view available for testing.
5. ClientTrack/HMIS integration build	December 4, 2026	Successful test transmission of approved contacts, services, referrals, attribution, timestamps, and other approved information; duplicate controls, error queue, audit logs, and reconciliation reports operational.
6. Resource-directory configuration and initial data load	December 7, 2026	Approved resource information loaded; public and provider views operational; ownership, verification, update, approval, and stale-record processes configured.
7. User-acceptance, security, accessibility, and field testing	December 11, 2026	Test scripts completed; outreach users participate in field testing; permissions verified; accessibility reviewed; HMIS results reconciled; no unresolved critical defects.
8. Training and support readiness	December 18, 2026	Administrator and user training completed; recordings and materials delivered; support procedures, escalation contacts, and continuity procedures approved.
9. Production-readiness and cutover approval	December 21, 2026	Production environment ready; access confirmed; final data load complete; security approval received; cutover and rollback procedures tested; monitoring active.
10. Production launch	No earlier than January 4, 2027	Solution available to authorized users; public resource view available; ClientTrack/HMIS integration operational; field submissions transmitting successfully; support coverage active.
11. Required operational date	January 4, 2027	All required functionality active and available for normal operations.

12. Stabilization and final acceptance

January 29, 2027

Stabilization completed; critical issues resolved; HMIS reconciliation completed; final documentation delivered; remaining corrective-action plan accepted.

16. ACCEPTANCE TESTING

CFTH will not accept the solution solely because it has been delivered or made available. Acceptance testing shall confirm that:

1. An authorized outreach worker can search for an existing client in ClientTrack/HMIS.
2. The solution identifies potential duplicate clients before creating a new HMIS record.
3. An authorized user can document an outreach contact or service one time and transmit it to ClientTrack/HMIS.
4. The HMIS record accurately reflects the information entered in the field application.
5. The application confirms successful HMIS transmission.
6. Failed transactions produce an error notification and remain available for correction and retry.
7. Offline information is encrypted and synchronizes after connectivity returns.
8. Users can search resources by need, location, eligibility, population, language, and availability.
9. A resource owner can submit an update and CFTH can review and approve the change.
10. The public resource view does not expose provider-only or HMIS information.
11. A public outreach request does not automatically create an HMIS client record.
12. Outreach requests can be assigned, reassigned, escalated, tracked, and closed.
13. Potential duplicate outreach requests can be identified.
14. A referral can be submitted, accepted, updated, escalated, completed, and closed.
15. HMIS-reportable services resulting from a referral are transmitted to ClientTrack/HMIS.
16. Unauthorized users cannot access HMIS or confidential information.
17. Sensitive encampment and geographic information is restricted.
18. Dashboards and reports accurately reflect their identified data sources.
19. Required reports reconcile with ClientTrack/HMIS.
20. CFTH administrators can manage ordinary users, roles, resources, workflows, and reports.
21. Audit logs identify access and changes.
22. Critical security, privacy, accessibility, integration, and operational defects have been resolved.
23. Backup, business-continuity, support, escalation, and rollback procedures are operational.

CFTH may reject a deliverable or require corrective action when acceptance requirements are not met.

17. TRAINING AND DOCUMENTATION

The selected vendor shall provide:

- Administrator training;
- Outreach worker training;
- Supervisor training;

- Resource-directory administrator training;
- HMIS integration and reconciliation training;
- Train-the-trainer resources;
- Recorded training sessions;
- Written user guides;
- Quick-reference guides;
- System-administration documentation;
- Configuration documentation;
- Data mapping;
- Integration documentation;
- Error-resolution procedures;
- Release notes;
- Support procedures; and
- Business-continuity documentation.

Training shall use the configured CFTH environment and workflows rather than a generic demonstration environment.

18. SUPPORT AND SERVICE LEVELS

The proposal shall include a support and service-level plan addressing:

- Support hours;
- Emergency after-hours support;
- Methods for submitting support requests;
- Severity definitions;
- Response time;
- Restoration or workaround targets;
- Escalation contacts;
- Planned maintenance;
- Release management;
- Security updates;
- Integration monitoring;
- Backup and recovery;
- Disaster recovery;
- Uptime commitments; and
- Service credits or remedies.

At minimum:

Severity	Example	Initial Response
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Critical	Production unavailable, security incident, or HMIS transactions broadly failing	30 minutes
High	Major required function unavailable with no reasonable workaround	2 hours
Medium	Function impaired but a reasonable workaround exists	1 business day
Low	General question, minor issue, or enhancement request	2 business days

The vendor shall provide heightened implementation and stabilization support through at least January 29, 2027.

19. DATA OWNERSHIP, EXPORT, AND TRANSITION

CFTH and participating organizations shall retain ownership and control of their data. HMIS information shall remain subject to HMIS governance, CFTH HMIS policies and procedures, applicable participation agreements, and client consent.

The vendor shall provide CFTH with:

- Complete access to its data;
- Data export in nonproprietary formats;
- Data dictionaries;
- File layouts;
- Configuration documentation;
- Audit logs;
- Integration documentation; and
- Reasonable transition assistance.

Upon expiration or termination, the vendor shall:

1. Provide a complete export of CFTH data.
2. Support transition to CFTH or another vendor.
3. Continue required services during the agreed transition period.
4. Return or securely destroy CFTH data as directed.
5. Certify destruction after CFTH confirms successful transfer.
6. Retain no copy except where legally required and approved by CFTH.

The contract shall not restrict CFTH from accessing, exporting, using, or transferring its data.

20. OPTIONAL FUTURE CAPABILITIES

Vendors may separately describe and price the following optional capabilities:

- Secure reuse of verified client documents with informed consent;

- Additional adjacent-system integrations;
- Additional partner referral portals;
- Expanded public resource-navigation functionality;
- Client-facing referral-status functionality;
- Additional multilingual functionality;
- Public aggregate dashboards;
- Automated resource verification;
- Additional analytics; and
- Other functions that improve navigation while continuing to use ClientTrack/HMIS as the authoritative client record.

Optional capabilities shall not be included in the evaluated base price unless specifically requested by CFTH.

No optional capability may create a separate authoritative client record or bypass HMIS privacy, consent, security, or access requirements.

21. PROPOSAL FORMAT AND REQUIRED CONTENT

Proposals must be submitted electronically in PDF format to: contracts@cfthhouston.org

Proposals must be received no later than October 8, 2026, at 5:00 p.m. Central Time.

The subject line should state:

Outreach and Resource Application RFP – [Vendor Name]

Proposals should include the following sections in the listed order:

21.1 COVER LETTER

The cover letter shall include:

- Vendor name;
- Primary contact;
- Address;
- Telephone number;
- Email address;
- Authorized representative;
- Confirmation of the proposal's validity for at least 120 days;
- Confirmation that the vendor can meet the required operational date; and
- Signature of an authorized representative.

21.2 Vendor Profile

Provide:

- Company history;;
- Number of employees;
- Office locations;
- Implementation staff;
- Support staff;
- Financial stability;
- Relevant certifications;
- Subcontractors;
- Hosting providers; and
- Any recent mergers, acquisitions, litigation, or organizational changes that could affect performance.

21.3 RELEVANT EXPERIENCE

Describe experience with:

- Homeless response systems;
- Continuums of Care;
- HMIS;
- ClientTrack or comparable systems;
- Mobile field applications;
- Street outreach;
- Resource directories;
- Closed-loop referrals;
- Public-sector or human-services systems;
- Sensitive client information; and
- Compressed implementation timelines.

Provide at least three references for comparable work.

21.4 FUNCTIONAL RESPONSE

Respond to each required function and identify whether it is:

- Available without configuration;
- Available through configuration;
- Available through development;
- Available through a third party;
- Planned but not currently available; or
- Not available.

21.5 CLIENTTRACK/HMIS INTEGRATION PLAN

Provide the complete integration response required by this RFP, including the expected number of calendar days necessary to complete each phase.

21.6 IMPLEMENTATION AND STARTUP PLAN

Provide a detailed implementation plan aligned with the required deliverable timeline.

21.7 SECURITY AND PRIVACY RESPONSE

Provide:

- Security documentation;
- Independent security review or equivalent;
- Incident-response plan;
- Data-hosting information;
- Backup and recovery practices;
- Data-retention practices;
- Subcontractor controls;
- Cyber liability coverage;
- Accessibility documentation; and
- Exceptions to any requirement.

21.8 TRAINING AND SUPPORT PLAN

Describe training, support, service levels, escalation, stabilization, and ongoing system-administration support.

21.9 DEMONSTRATION OR PILOT READINESS

Confirm the vendor's ability to participate in a standardized finalist demonstration or pilot using synthetic or de-identified information.

21.10 PRICING PROPOSAL

Provide all required pricing using the format identified below.

21.11 EXCEPTIONS

Clearly identify every exception, assumption, proposed contract modification, or requirement the vendor cannot meet. A requirement not identified as an exception may be incorporated into the final contract.

22. PRICING REQUIREMENTS

The pricing proposal shall separately identify:

- Implementation;
- Configuration;
- ClientTrack/HMIS integration;
- Third-party integration charges;

- Data conversion or initial data load;
- Resource-directory configuration;
- Training;
- Travel;
- Software licenses;
- User licenses;
- Public-user licenses;
- Hosting;
- Maintenance;
- Support;
- Security services;
- Optional services;
- Annual price increases;
- Renewal pricing;
- Data export;
- Transition assistance;
- Termination assistance; and
- Any other required cost.

THE VENDOR SHALL PROVIDE:

1. Total implementation cost.
2. Total first-year cost.
3. Total three-year cost.
4. Per-user or tiered pricing.
5. All third-party costs.
6. All assumptions affecting price.
7. Separately priced optional capabilities.
8. Maximum annual renewal increase.

CFTH will not pay undisclosed or unapproved charges.

23. PAYMENT SCHEDULE

Payments shall be tied to CFTH's written acceptance of deliverables and shall not be based solely on the passage of time or hours expended.

The following percentages apply to one-time implementation, configuration, integration, training, and launch costs:

Payment Phase	Accepted Deliverables	Maximum Payment
Phase 1	Deliverables 1 and 2	10%

Phase 2	Deliverable 3	15%
Phase 3	Deliverable 4	20%
Phase 4	Deliverables 5, 6, and 7	25%
Phase 5	Deliverables 8, 9, 10, and 11	20%
Phase 6	Deliverable 12 and final acceptance	10%

Recurring subscription, hosting, and support fees shall not begin before production launch and shall be invoiced monthly or quarterly in arrears unless otherwise negotiated.

Optional services shall not be performed or invoiced without prior written authorization from CFTH.

CFTH may withhold payment for an incomplete or rejected deliverable until the deficiency is corrected and written acceptance is issued.

Payment shall not constitute acceptance of defective work or waive any contractual remedy.

24. EVALUATION AND SCORING

Proposals will first be reviewed for responsiveness and minimum requirements.

The following items may be evaluated on a pass/fail basis:

- Timely submission;
- Required outreach ride-along attendance;
- Complete proposal;
- Required certifications;
- Debarment and exclusion review;
- Conflict-of-interest disclosure;
- Agreement to HMIS as the system of record;
- Ability to meet the January 4, 2027 operational deadline; and
- Acceptance of data-ownership requirements.

Responsive proposals will be scored as follows:

Evaluation Category	Points
Functional approach and understanding of outreach/resource-navigation needs	20
ClientTrack/HMIS integration approach and protection of HMIS as the system of record	25

Implementation plan, staffing, timeline, and startup readiness	15
Field usability, accessibility, offline capability, and user experience	10
Security, privacy, data ownership, and transition protections	10
Vendor qualifications, relevant experience, references, training, and support	10
Cost and overall value	10
Total	100

If a standardized finalist demonstration or pilot is conducted, its results will be scored within the applicable functional, integration, usability, security, and implementation categories. It will not create additional points available only to selected vendors. For cost scoring, CFTH may use the following formula:

Lowest responsive evaluated base price ÷ Vendor's evaluated base price × Available cost points

CFTH may consider total cost of ownership, required third-party charges, renewal costs, transition costs, and material pricing assumptions.

Award may be made to the responsible vendor whose proposal provides the best overall value and is most advantageous to CFTH. Award is not required to be made solely on the basis of the lowest price.

25. CONTRACT TERM

The anticipated initial contract term will begin upon execution and continue for 12 months after production launch.

26. GENERAL TERMS AND CONDITIONS

CFTH reserves the right to:

- Amend or cancel the RFP;
- Reject any or all proposals;
- Waive minor informalities;
- Request clarification;
- Verify information;
- Contact references;
- Conduct demonstrations;
- Negotiate with one or more vendors as permitted;
- Request best and final offers;
- Award all or part of the scope;
- Decline to make an award;

- Adjust the implementation scope without changing the fundamental nature of the procurement; and
- Make an award determined to be in CFTH's best interest.

Costs incurred in preparing a proposal, attending the required ride-along, participating in a demonstration, or negotiating a contract are the vendor's responsibility.

The selected vendor may be required to execute CFTH's standard agreement and applicable:

- Federal funding provisions;
- HUD provisions;
- 2 CFR Part 200 provisions;
- Confidentiality agreement;
- Data-use agreement;
- Business associate agreement, where applicable;
- Insurance requirements;
- Cybersecurity requirements;
- Conflict-of-interest certification;
- Debarment certification;
- Lobbying certification;
- Records-access requirements;
- Audit requirements;
- Equal employment and nondiscrimination provisions;
- Subcontractor requirements; and
- Other funding-source requirements.

The final agreement will include appropriate provisions concerning:

- Scope;
- Deliverables;
- Acceptance;
- Payment;
- Warranties;
- Security;
- Data ownership;
- Confidentiality;
- Insurance;
- Indemnification;
- Audit rights;
- Records retention;
- Termination;
- Transition assistance;
- Dispute resolution;

- Governing law; and
- Remedies for nonperformance.

27. PROTESTS

A vendor wishing to protest the procurement must submit a written protest to contracts@cfthhouston.org within three business days of the action giving rise to the protest.

The protest must identify:

- The protesting vendor;
- The procurement action being challenged;
- The factual and legal basis for the protest;
- Supporting documentation; and
- The requested remedy.

A disagreement with an evaluator's professional judgment or a vendor's score, without evidence of a material procurement error, conflict, or violation, is not sufficient grounds for a protest. CFTH will review and issue a written decision in accordance with its procurement procedures.