Request for Proposals
For a Lead Agency to Administer the
North Dakota Continuum of Care
Homeless Management Information System (HMIS)

RFP Posting: Monday, March 9, 2020
Submission Deadline: 5 PM on Friday, April 3, 2020
Estimated Award Decision/Notification: April 17, 2020

Submit Responses to:
North Dakota Continuum of Care
North Dakota Housing Finance Agency
2624 Vermont Avenue
Bismarck, North Dakota 58504

Point of contact for questions related to the RFP:
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A. DEFINITIONS

1. **North Dakota Continuum of Care, NDCoC or CoC**: The North Dakota Continuum of Care is designated planning body for the statewide CoC region
2. **North Dakota Housing Finance Agency or NDHFA**: The Collaborative Applicant for the North Dakota Continuum of Care
3. **HMIS**: Homeless Management Information System, a local information technology system used to collect client-level data and data on the provision of housing and services to individuals and families who are homeless or at risk of homelessness
4. **HUD**: U.S. Department of Housing and Urban Development
5. **Lead Agency or LA**: An eligible applicant to manage the CoC’s HMIS and apply for HMIS funds on behalf of the CoC
6. **Point-in-Time Count**: An annual single day count of all persons who are homeless in the CoC
7. **RFP**: Request for Proposals
8. **Proposal**: A completed Response Form, with specified attachments, submitted in response to this RFP
9. **Eligible Applicants**: Non-profit organization, state or local governments, instrumentalities of local governments, or public housing agencies
10. **Respondent**: Respondent refers to any individual or entity submitting a response to this RFP
11. **Scope of Work**: Scope of Work refers to the instructions and requirements stated in this RFP or portions thereof and any additional, supplementary instructions that are developed, incorporated, or promulgated subsequent to the distribution of this RFP

B. INTRODUCTION

The NDCoC is seeking a qualified applicant to act as the designated HMIS Lead Agency for the NDCoC. The current Lead Agency is assisting the CoC in seeking a new Lead Agency. NDHFA will receive the applications on behalf of the NDCoC and compile them for review and selection by the NDCoC.

The CoC is seeking an applicant that will operate HMIS in a manner that both assures compliance with federal HUD regulations and supports the CoC’s goal of preventing and ending homelessness.

C. SCOPE OF SERVICES REQUESTED

Respondents shall include an overview of the ability to perform the following HMIS Lead Agency roles (addressed separately):

1. **Policy, Planning and Compliance**
   a. Design an operating plan and goals to support the CoCs vision for HMIS.
   b. Collaborate with the CoC to establish an annual operating budget to support HMIS.
   c. Develop HMIS policies and procedures for review and approval by the CoC, reviewing annually.
   d. Review, interpret, and ensure compliance with HUD’s technical and data standards.
   e. Co-coordinate and co-conduct the annual sheltered Point-in-Time Count to include but not limited to, data collection, analysis, and reporting. Assure collection and reporting is inclusive and compliant with the needs of victim service providers.
   f. Collaborate with state and CoC leadership to ensure HMIS is designed, understood, and used to benefit CoC, agency and state data collection, reporting and system analysis.
   g. Participate in CoC planning committees including, but not limited to the Board, General Membership, Coordinated Entry and HMIS-Data Committee.
Identify victim services providers required to enter data in a HMIS comparable database.

2. System Administration
   a. Provide necessary staffing and expertise to act as the lead agency for HMIS for the statewide CoC.
   b. Execute participation agreements with every contributing HMIS organization and user agreements with each user.
   c. Hold the contract with the HMIS Software Vendor.
   d. Ensure system is compliant with HUD standards including assuring system includes universal data elements, is able to generate required reports, and plans and monitors security and privacy.
   e. Ensure system is compliant with other funder standards.
   f. Provide technical support for the CoC, users and agencies to ensure understanding of the system and compliance standards.
   g. Onboard new users and user agencies including manage the invoicing and billing process.

3. Reporting and Analysis
   a. Ensure the system can generate required HUD and funder reports.
   b. Work with the CoC to identify what additional reports are needed for system analysis and compliance and planning.
   c. Provide a formal process for requesting customized reports.
   d. Ensure all HUD required reports are submitted in a timely fashion with ample time for data correction and CoC review prior to submission.

4. Monitoring and Evaluation
   a. Monitor CoC performance on data entry, data analysis, and data quality quarterly.
   b. Work with the CoC to identify and assure that HMIS has the capacity and quality data to be used for system and program monitoring and evaluation, at a minimum, providing a system dashboard reports to the CoC and canned reports for funders and agency performance monitoring.

5. Training and Technical Support
   a. Provide consistent training and technical assistance for all users and user agencies to ensure they understand how to use the system to provide complete, accurate and useful data including online training for new users, new agencies, refresher trainings and user groups.

6. Homeless Response System Support
   a. Support the CoC by assuring quality HMIS functionality, training and reporting for the CoCs Coordinated Entry System.
   b. Work with the CoC to identify and incorporate solutions that use HMIS to help the CoC achieve goals related to preventing and ending homelessness.
   c. Encourage and support expanded use of HMIS.

7. Communication and Capacity Building
   a. Identify any potential system concerns or recommendations for improvement to the CoC with the intent of having a compliant and useful system.
   b. Provide an electronic newsletter to users and key partners at least monthly with important updates and information that supports a quality system.
   c. Operate a statewide HMIS website.
   d. Provide monthly reports to the CoC Board.
   e. Provide effective customer service to agencies and funders, including a designated contact that is easily accessible and responds within 24 hours.
D. PROPOSAL DETAILS

Respondents, in responding to this RFP, must provide clear and complete responses to each of the following questions and information requests. Brevity and clarity of responses will be appreciated.

A. Location and Personnel: Provide the name, address, telephone number, and email address of the Respondent. Identify a primary contact person regarding the response. Provide a brief summary of each individual’s qualifications to perform the work in question.

B. Organizational Overview and Documentation: Provide an overview of the Respondent’s business entity, including legal structure, full legal name, state of organization and federal employer identification number.

C. Affiliations and Subcontractors: Respondent must identify and fully explain all third-party agreements, joint venture arrangements, and/or relationships that will result in the provision of any services in whole or in part by outside parties, third-party contractors, affiliates, or subcontractors, including qualifications and experience of any third-party entity.

D. Scope of Services: Respondent must describe how it will fulfill all requirements and expectations set forth in the Scope of Services, including the processes and procedures it will use to accomplish all tasks required under this RFP. The responses should be as detailed as possible in addressing how all services to be provided and include any terms or conditions. Each service described must also have a price proposal associated with the service.

E. Institutional Resources: Identify all resources being made available to the ND CoC by Respondent for the purposes of completing the Scope of Work.

F. ND CoC Experience: Describe the Respondent’s historical experience in working with or knowledge of the ND CoC.

G. Related Experience: Describe the Respondent’s experience in working with other state or federal governmental entities in carrying out HMIS or system similar to HMIS in nature.

H. Price Proposal: Provide a full price proposal that includes a breakdown for each scope of service and delineates the total fees Respondent intends to charge for acting as the Lead Agency for the ND CoC HMIS on an annual basis.

I. Other Information: Detail and discuss any other information not specifically covered or requested by this RFP which Respondent believes is pertinent to ND COC consideration in selecting a Respondent to carry out the Scope of Work.

E. STRUCTURE OF PROPOSAL

Each Respondent is required to submit a complete Proposal and attest to the accuracy and completeness of its Proposal. In all respects, the Respondent must comply with the instructions of this RFP including proper submission, proper format, deadlines, inclusion and presentation of pricing information, and the terms and conditions of the proposed Final Contract.

The CoC desires to consider Proposals in a consistent and easily comparable format as established in this RFP. Proposals not organized as set forth in this RFP may, at the CoC’s discretion, be considered unresponsive. Do not refer to other parts of your Proposal in lieu of answering a specific question. Do not provide references to filings or forms publicly available in lieu of providing specific information in the Proposal. Each Proposal must include a letter (“Certification Letter”) signed by an authorized representative of the Respondent certifying that:

1. The person executing the letter is authorized to execute the Proposal and the Final Contract, on behalf of the Respondent; and
2. The Proposal is a firm offer which will remain valid for a minimum period of ninety (90) days; and
3. All information in the Proposal is true and correct to the best of his or her knowledge.
Proposals must contain all sections required under **PROPOSAL DETAILS** and should be organized and labeled in the same manner as the information requested. Exhibits containing additional information may be attached to provide a more detailed response to a question, but only if clearly identifiable as a response to a specific question. The CoC may deem any Proposal failing to meet all of these requirements to be unresponsive, resulting in elimination of the Proposal from consideration.

F. **EVALUATION CRITERIA**

Each Proposal will be evaluated on a variety of factors, including, but not limited to, the following (in no particular order):

1. Capacity to act as the lead agency for the CoC (15 points).
2. Experience in performing as a lead agency for a CoC (15 points).
3. Staff in the state of North Dakota (5 points).
4. Experience in working with rural communities and statewide continuum (10 points).
5. Experience or knowledge of the North Dakota CoC (5 points).
6. Experience in analyzing and reporting homeless data (10 points).
7. Ability to perform compliance and technical assistance (10 points).
8. Experience in performing compliance and technical assistance (5 points).
9. Ability to provide in-person and on-line statewide training (10 points).
10. Experience with HUD data standards (10 points).
11. Experience with federal grants (5 points).