Allegheny County
Department of Human Services
Request for Proposals Q&A
RFP for a Homeless Management Information System (HMIS)

January 29, 2018

1. Can companies from outside the USA can apply for this?

Yes.

2. Will we need to go to DHS for meetings?

While specific issues may require occasional on-site meetings, DHS expects that the majority of meetings could be held remotely.

3. Can we perform the tasks (related to RFP) outside the USA?

Yes.

4. Can we submit the proposals via email?

Yes. We accept Proposals only via email. Please see "Section 4: How to Submit a Proposal" in the RFP for more information.

5. My company is SBA 8(a) certified by the federal government. Are we eligible to apply for this RFP? Is our SBA 8(a) status applicable?

All entities, including but not limited to, non-profit organizations, for-profit organizations, small businesses and individuals, are eligible to submit a Proposal in response to this RFP. Proposers are not required to be a certified MWDBE organization to submit a Proposal.

Please see the information and resources in section "6.1: Minority, Women or Disadvantaged Business Enterprise (MWDBE) Requirements" in the RFP. Allegheny County accepts MWDBE certifications issued by the Pennsylvania Unified Certification Program and others on a case by case basis.

February 9, 2018

6. Would the CoC prefer to continue to use your current HMIS system for front-end data collection and case management functions if a data warehouse solution was provided that met all of the HUD HMIS reporting requirements, aided in the creation of data dashboards, provided tools to monitor data quality, can be tailored to incorporate such tools as the Performance Outcome Tool, and supported coordinated entry? Or would the CoC prefer a proposal which include all aspects of the homelessness response framework and to have the current HMIS system decommissioned altogether?

We anticipate decommissioning the current HMIS system. Proposals should focus on including all aspects of the homelessness response framework.

7. What is the current HMIS backend system?

Oracle 12c.

8. In what format is the legacy HMIS data available and anticipated to be provided for migration purposes? For example, can you provide the data in the HMIS in CSV 6.1 format?

We currently use HMIS CSV 5.1, There are a few files in the CSV 5.1 format which we do not use, but these could be developed for data migration purposes. Providing the data in the CSV 6.1 format could be discussed as part of required data migration discussions.

9. What is the current coordinated entry software backend?

Oracle 12c.

10. In what format is the legacy coordinated entry data available and anticipated to be provided for migration purposes if the new HMIS can support this need?

Legacy coordinated entry data could be provided in Excel or CSV format. As there are no HUD CSV specifications for coordinated entry data, this could be discussed as part of required data migration discussions.

11. How many client records exist in the coordinated entry software?

The County's coordinated entry software has been operational for approximately 3 years, and there are between 35,000 – 40,000 client records.

12. What is the current MPER backend?

Oracle 12c.

13. What integration methods and direction are available and/or anticipated with the MPER?

The MPER system stores the contract details with all County human service providers, beyond the homeless providers that use HMIS. For homeless programs, the provider and program details, including HUD-mandated project descriptor data elements, bed and unit capacity, etc., are entered into MPER and then loaded into the County's custom HMIS. The County has an interest in an HMIS with an ability for homeless program and provider information to be synced with the County's MPER system as needed. Proposers should describe the integration options available for the proposed solution.

14. How many internal administrators support the current HMIS and coordinated entry software systems?

Three to four.

15. How many existing providers currently upload data into HMIS?

None – providers do not currently upload data to our HMIS.

16. Do existing providers upload using the current HUD HMIS CSV or XML Standard format? If no, what format is used?

N/A – see question 15 above.

February 20, 2018

17. Although a commercially available software is indicated as desired would custom solutions be acceptable?

No.

18. Is there any budget information?

The budget is negotiable, depending on the best software and service offering at the most competitive price.

19. Has the county reviewed any COTS informally, if yes what are these?

Several DHS staff members saw a demo of one commercial off-the-shelf HMIS product in 2017, well before we completed the evaluation of our current HMIS. In the course of evaluating the current HMIS and issuing this solicitation, DHS staff also have had discussions with other communities regarding features of and experiences with the off-the-shelf HMIS solutions they use. Any contract award made under this RFP will be based solely on information presented through the solicitation process, evaluated on the criteria described in the RFP.