REQUEST FOR QUOTATIONS FOR
PA HMIS COLLABORATIVE –
HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

ISSUING OFFICE
PA DEPARTMENT OF COMMUNITY AND ECONOMIC DEVELOPMENT
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET, 4TH FLOOR
HARRISBURG, PA  17120

RFQ NUMBER
6100027421

DATE OF ISSUANCE
April 16, 2014
The Department of Community and Economic Development, Center for Community Financing has posted solicitation RFQ #6100027421 for the PA HMIS Collaborative - Homeless Management Information System (HMIS). Please go to the eMarketplace Website to view and download all documentation pertaining to this solicitation.

This is a restricted solicitation, only those contractors qualified in one (1) or more of the following service categories under the Commonwealth’s Information Technology (IT) Services Invitation to Qualify (ITQ) Contract, 4400004480, prior to the bid opening date may respond.

- Subscription Based Web Application Services or Software as a Service (SaaS) Procurements
- Customizable Off-The-Shelf (COTS) Software Services
- Modifiable Off-The-Shelf (MOTS) Software Services

Organizations interested in doing business with the Commonwealth through this contract must begin by registering with the Commonwealth as a Procurement Supplier. For more information about registration, please view the Registration Guide.

For more information about the Commonwealth’s Invitation to Qualify contracts and their policies, please visit the ITQ Website.
REQUEST FOR QUOTATIONS

FOR

PA HMIS Collaborative -
Homeless Management Information System (HMIS)

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## CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Responsibility</th>
<th>Date</th>
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<tbody>
<tr>
<td>Deadline to submit Questions via email to: Lorie Abbott @ <a href="mailto:labbott@pa.gov">labbott@pa.gov</a></td>
<td>Contractors</td>
<td>Tuesday, April 29, 2014 at 1:00 PM</td>
</tr>
<tr>
<td>Pre-proposal Conference—Location. DCED Common wealth Keystone Building</td>
<td></td>
<td></td>
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<tr>
<td>400 North Street</td>
<td>Issuing Office/Contractors</td>
<td>Monday, May 5, 2014 at 10:00 AM</td>
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<tr>
<td>4th Floor</td>
<td></td>
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<tr>
<td>Conference Room 4 East</td>
<td></td>
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<tr>
<td>Harrisburg, PA 17120-0400</td>
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<tr>
<td>Answers to Potential Contractor questions posted to the DGS website (<a href="http://www.emarketplace.state.pa.us">www.emarketplace.state.pa.us</a>) no later than this date.</td>
<td>Issuing Office</td>
<td>Thursday, May 8, 2014 at 4:00 PM</td>
</tr>
<tr>
<td>Please monitor the DGS website for all communications regarding the RFQ.</td>
<td>Contractors</td>
<td>On going</td>
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<tr>
<td>Sealed proposal must be received by the Issuing Office at:</td>
<td></td>
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<tr>
<td>Department of Community and Economic Development</td>
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<tr>
<td>Commonwealth Keystone Building</td>
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<td>400 North Street</td>
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<td>4th Floor</td>
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<tr>
<td>Attn: Lorie Abbott, Budget Division</td>
<td></td>
<td></td>
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<tr>
<td>Harrisburg, PA 17120-0225</td>
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</tr>
<tr>
<td>NOTE: Proposals must be time and date stamped by the facility receiving the proposals. Proposals may only be hand-delivered between 8:00 a.m. and 4:00 p.m., Monday through Friday, excluding Commonwealth holidays.</td>
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PART I

GENERAL INFORMATION

I-1. Purpose
This Request for Quotes ("RFQ") provides to those interested in submitting proposals for the subject procurement ("Contractors") sufficient information to enable them to prepare and submit proposals for the Department of Community and Economic Development’s consideration on behalf of the Commonwealth of Pennsylvania ("Commonwealth") to satisfy a need for the PA HMIS Collaborative - Homeless Management Information System (HMIS) ("Project").

I-2. Issuing Office
The Department of Community and Economic Development ("Issuing Office") has issued this RFQ on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFQ is:

Lorie Abbot
Department of Community and Economic Development
Budget Division
Commonwealth Keystone Building
400 North Street,
4th Floor
Harrisburg, PA 17120
labbott@pa.gov,

the Issuing Officer for this RFQ. Please refer all inquiries to the Issuing Officer.

I-3. Scope
This RFQ contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Contractors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFQ.

I-4. Problem Statement
The mission of the Pennsylvania Department of Community and Economic Development (DCED) is to foster opportunities for businesses to grow and for communities to succeed and thrive in a global economy; and to improve the quality of life for Pennsylvania citizens while assuring transparency and accountability in the expenditure of public funds. Under this mission, DCED works collaboratively with various federal, state, and community stakeholders to address homelessness in Pennsylvania, and functions as the lead administrative agency for 4 “Continua of Care” (CoCs), and chair of the State Interagency Council on Homelessness, the Pennsylvania Housing Advisory Council, and the State Homeless Steering Committee. For more information about DCED, please visit http://www.newpa.com.
The purpose of this project is to procure a Homeless Management Information System (HMIS) on behalf of the Commonwealth and the five (5) Continua of Care (“PA HMIS Collaborative” or “Collaborative”) for which it serves as the administrator of the current software solution. Additional detail is provided in Part IV of this RFQ.

I-5. Pre-proposal Conference
The Issuing Office will hold a pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFQ. Contractors should forward all questions to the Issuing Office in accordance with Part I-6 to ensure adequate time for analysis before the Issuing Office provides an answer. Contractors may also ask questions at the conference. In view of the limited facilities available for the conference, Contractors should limit their representation to one individual per Contractor. The pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services’ (“DGS”) website (www.emarketplace.state.pa.us) as an addendum to, and shall become part of, this RFQ. Attendance at the Pre-proposal Conference is Optional.

I-6. Questions and Answers
If a Contractor has any questions regarding this RFQ, the Contractor must submit the questions by email (with the subject line "IT ITQ RFQ 6100027421 HMIS Question") to the Issuing Officer. Questions must be submitted via email to labbott@pa.gov no later than the date and time specified in the Calendar of Events. The Contractor shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer will post the answers to the DGS website. A Contractor who submits a question after the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Contractor to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer may respond to questions of an administrative nature by directing the questioning Contractor to specific provisions in the RFQ. To the extent that the Issuing Office decides to respond to a non-administrative question after the deadline date for receipt of questions indicated on the Calendar of Events, the answer will be provided to all Contractors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFQ. Each Contractor shall be responsible to monitor the DGS website for new or revised RFQ information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFQ or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.
I-7. **Addenda to RFQ**
If the Issuing Office deems it necessary to revise any part of this RFQ before the proposal response date, the Issuing Office will post an addendum to the DGS website at http://www.dgsweb.state.pa.us/RTA/Search.aspx. Answers to the questions asked during the questions and answer period will also be posted to the DGS website as an addendum to the RFQ.

I-8. **Electronic Version of RFQ**
This RFQ is being made available by electronic means. The Contractor acknowledges and accepts full responsibility to ensure that no changes are made to the RFQ. In the event of a conflict between a version of the RFQ in the Contractor's possession and the Issuing Office's version of the RFQ, the Issuing Office's version shall govern.

I-9. **Response Date**
To be considered, proposals must arrive at the Issuing Office on or before the time and date specified in the RFQ Calendar of Events. Contractors which mail proposals should allow sufficient mail delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Issuing Office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission shall be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Contractors by posting an Addendum to the RFQ. The time for submission of proposals shall remain the same. Late proposals will not be considered.

I-10. **Incurring Costs**
The Issuing Office is not liable for any costs the Contractor incurs in preparation and submission of its proposal, in participating in the RFQ process or in anticipation of award of a purchase order.

I-11. **Economy Of Preparation**
Contractors should prepare proposals simply and economically. Contractors should focus on providing a straightforward, concise description of the Contractor's ability to meet the requirements of the RFQ.

I-12. **Small Diverse Business Information**
The Issuing Office encourages participation by small diverse businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use small diverse businesses as subcontractors and suppliers.

A Small Diverse Business is a DGS-certified minority-owned business, woman-owned business, veteran-owned business or service-disabled veteran-owned business.

A small business is a business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than $7 million in gross annual revenues for building design, $20 million in gross annual revenues for sales and services and $25
million in gross annual revenues for those businesses in the information technology sales or service business.

Questions regarding this Program can be directed to:

Department of General Services  
Bureau of Small Business Opportunities  
Room 611, North Office Building  
Harrisburg, PA 17125  
Phone: (717) 783-3119  
Fax: (717) 787-7052  
Email: gs-bsbo@pa.gov  
Website: www.dgs.state.pa.us

The Department’s directory of BSBO-verified minority, women, veteran and service disabled veteran-owned businesses can be accessed from: Searching for Small Diverse Businesses.

I-13. Proposals

To be considered, Contractors should submit a complete response to this RFQ to the Issuing Office, using the format provided in Part II, providing eight (8) paper copies of the Technical Submittal and one (1) paper copy of the Cost Submittal and two (2) paper copies of the Small Diverse Business (SDB) participation submittal. In addition to the paper copies of the proposal, Contractors shall submit two (2) complete and exact copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Contractors may not lock or protect any cells or tabs. Contractors should ensure that there is no costing information in the technical submittal. Contractors should not reiterate technical information in the cost submittal. The CD or Flash drive should clearly identify the Contractor and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted. The Contractor shall make no other distribution of its proposal to any other Contractor or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Contractor to its provisions must sign the proposal. If the official signs the Proposal Cover Sheet (See Appendix B, to this RFQ) and the Proposal Cover Sheet is attached to the Contractor’s proposal, the requirement will be met. For this RFQ, the proposal must remain valid until a purchase order is issued. If the Issuing Office selects the Contractor’s proposal for award, the contents of the selected Contractor’s proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Contractor submitting a proposal specifically waives any right to withdraw or modify it, except that the Contractor may withdraw its proposal by written notice.
received at the Issuing Office’s address for proposal delivery prior to the exact hour and date specified for proposal receipt. A Contractor or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. A Contractor may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFQ requirements.

I-14. **Alternate Proposals**
The Issuing Office will not accept alternate proposals.

I-15. **Proposal Contents**
A. **Confidential Information.** The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Contractors’ submissions in order to evaluate proposals submitted in response to this RFQ. Accordingly, except as provided herein, Contractors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Contractor who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

B. **Commonwealth Use.** All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office’s option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a purchase order. Notwithstanding any Contractor copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

C. **Public Disclosure.** After the award of a contract pursuant to this RFQ, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests (See **Appendix E, Trade Secret/Confidential Proprietary Information Notice**). Financial capability information submitted in response to **Part II, Section II-9** of this RFQ is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).
I-16. Contractor’s Representations and Authorizations

By submitting its proposal, each Contractor understands, represents, and acknowledges that:

A. All of the Contractor’s information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in making an award. The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.

B. The Contractor has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Contractor or potential Contractor.

C. The Contractor has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is a Contractor or potential Contractor for this RFQ, and the Contractor shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFQ.

D. The Contractor has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this purchase order, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.

E. The Contractor makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.

F. To the best knowledge of the person signing the proposal for the Contractor, the Contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State, or Federal governmental agency and have not in the last four years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Contractor has disclosed in its proposal.

G. To the best of the knowledge of the person signing the proposal for the Contractor and except as the Contractor has otherwise disclosed in its proposal, the Contractor has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Contractor that is owed to the Commonwealth.

H. The Contractor is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Contractor
cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.

I. The Contractor has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See Pennsylvania State Adverse Interest Act)

J. The Contractor, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Contractor's Pennsylvania taxes, unemployment compensation and workers’ compensation liabilities.

K. The selected Contractor shall not begin to perform work until it receives purchase order from the Commonwealth.

I-17. Restriction Of Contact
From the issue date of this RFQ until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFQ. Any violation of this condition may be cause for the Issuing Office to reject the offending Contractor's proposal. If the Issuing Office later discovers that the Contractor has engaged in any violations of this condition, the Issuing Office may reject the offending Contractor's proposal or rescind its purchase order award. Contractors must agree not to distribute any part of their proposals beyond the Issuing Office. A Contractor who shares information contained in its proposal with other Commonwealth personnel and/or competing Contractor personnel may be disqualified.

I-18. Prime Contractor Responsibilities
The selected Contractor will be required to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office and Project Manager will consider the selected Contractor to be the sole point of contact with regard to contractual and purchase order matters.

I-19. Resources
Contractors shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in this Part I-19.

DCED employees, members of HUD’s technical assistance team, and Non-commonwealth employees (“Subject Matter Experts”) will be participating in this project by providing subject matter expertise. In addition, representatives of Office of Administration’s (OA) Office for Information Technology (OIT) and Office of Human Resources Management may provide subject matter experts, if necessary.

DCED will not provide any office space to the selected Contractor; however, DCED will provide reasonable meeting space, primarily within the Commonwealth Keystone Building in Harrisburg, Pennsylvania, for conducting meetings on the project. The location for project coordination will be:
I-20. **Rejection Of Proposals**
The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received in response to this RFQ, or to negotiate separately with competing Contractors.

I-21. **Discussions for Clarification**
Contractors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and contractor responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to issuance of a purchase order.

I-22. **Best and Final Offer (BAFO)**
A. While not required, the Issuing Office reserves the right to conduct discussions with Contractors for the purpose of obtaining “Best and Final Offers.” To obtain Best and Final Offers from Contractors, the Issuing Office may do one or more of the following, in combination and in any order:

1. Schedule oral presentations;
2. Request revised proposals;
3. Conduct a reverse online auction; and
4. Enter into pre-selection negotiations.

B. The following Contractors will **not** be invited by the Issuing Office to submit a Best and Final Offer:

1. Those Contractors which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.

2. Those Contractors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the purchase order.
3. Those Contractors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the Best and Final Offers process to those remaining responsible Contractors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

C. Evaluation Criteria found in Part III, Section III-4, shall also be used to evaluate the Best and Final Offers.

D. Price reductions offered through any reverse online auction shall have no effect upon the Contractor’s Technical Submittal. Dollar commitments to Small Diverse Businesses can be reduced only in the same percentage as the percent reduction in the total price offered through any reverse online auction or negotiations.

I-23. Notification of Selection
   A. Negotiations. The Issuing Office will notify all Contractors in writing of the Contractor selected for negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.

   B. Award. Contractors whose proposals are not selected will be notified when negotiations have been successfully completed and the final negotiated purchase order has been issued to the selected Contractor.

I-24. Purchase Order
   The successful Contractor will be issued a purchase order with reference to IT ITQ Contract #4400004480, which contains the IT ITQ terms and conditions to which the Contractor will be held in carry out the activities identified in the purchase order. A copy of the IT ITQ terms and conditions is attached to this RFQ as Appendix A. The term of the purchase order will commence on the Effective Date and will end in three (3) years with two (2) optional renewal years, which may be exercised in increments at the Commonwealth’s sole discretion. No work may begin or be reimbursed prior to issuance of the purchase order. The selected Contractor will be paid after submitting invoices, provided it is in accordance with the work plan and approved by the Commonwealth Project Manager (PA HMIS Collaborative System Administrator). Final payment will not be made until all Project work has been successfully completed.

I-25. Debriefing Conferences
   Upon notification of award, Contractors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Contractor with other Contractors, other than the position of the Contractor’s proposal in relation to all other Contractor proposals.
I-26. **News Releases**
Contractors shall not issue news releases, internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-27. **Terms and Conditions**
The requirements and terms and conditions of [IT ITQ Contract #4400004480](http://www.portal.state.pa.us/portal/server.pt?open=512&objID=416&PageID=210791&mode=2) shall govern the purchase order issued as a result of this RFQ.

I-28. **Information Technology Policies**
This RFQ is subject to the Information Technology Policies (ITP’s) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITP’s may be found at [http://www.portal.state.pa.us/portal/server.pt?open=512&objID=416&PageID=210791&mode=2](http://www.portal.state.pa.us/portal/server.pt?open=512&objID=416&PageID=210791&mode=2)

All proposals must be submitted on the basis that all ITP’s (formerly known as Information Technology Bulletins) are applicable to this procurement. It is the responsibility of the Contractor to read and be familiar with the ITP’s. Notwithstanding the foregoing, if the Contractor believes that any ITP is not applicable to this procurement, it must list all such ITP’s in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Contractor’s failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.
II-1. General Requirements
Contractors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFQ. Contractors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business cost data should be kept separate from and not included in the Technical Submittal. Each Proposal shall consist of the following three (3) separately sealed submittals:

A. Technical Submittal, which shall be a response to RFQ Part II, Sections II-2 through II-9; and

B. Small Diverse Business participation submittal, in response to RFQ Part II, Section II-10; and

C. Cost Submittal, in response to RFQ Part II, Section II-11.

The Issuing Office reserves the right to request additional information which, in the Issuing Office’s opinion, is necessary to assure that the Contractor’s competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFQ.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Contractor to perform the Project, and the Contractor shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Contractor fails to satisfy the Issuing Office that such Contractor is properly qualified to carry out the obligations of the RFQ and to complete the Project as specified.

II-2. Statement of the Problem
State in succinct terms your understanding of the problem presented or the service required by this RFQ.

II-3. Management Summary
Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

II-4. Work Plan
Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions and requirements listed in Part IV of this RFQ as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a
Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

In addition, provide responses to the following questions and directives:

**Software Solution.**

A. Describe the proposed solution’s back end server configuration, including, but not limited to: RAID configuration, load balancing, failover, redundancy, and data encryption/transmission.

B. Is the Public Key Infrastructure annually certified? Do you require site certifications? Any additional necessary or optional costs must be identified in Appendix D (Cost Matrix).

C. Describe the proposed solution’s reliance on best business practices. What types of best business practices are built into the solution? Describe any benefits or impacts for the PA HMIS Collaborative.

D. Describe the workflow tools for various levels of system administrators in the proposed solution. Also, describe the standard, “out of the box” workflows in the solution, and their configurability and/or customizability.

E. Describe the administrative tools available to configure and/or customize the solution and manage users (i.e. add fields, create new tables, create/modify table structure, change menus, create custom roles or permissions, audit logs, etc.).

F. Describe the proposed solution’s security model and provide a visual representation. How are administrative rights handled?

G. Describe the proposed solution’s data sharing model in detail. Include how data sharing is limited by group, agency, user, user role, etc. and how users can disallow data sharing on individual data elements of their choosing.

H. Describe the proposed solution’s capabilities that support a community’s effort to implement coordinated assessment, including how the proposed solution can accommodate homeless and non-homeless programs at the same time. Please provide concrete examples of how communities are currently using your system for coordinated assessment.

I. Describe the proposed solution’s capabilities that support a community’s effort to implement centralized intake. Please provide concrete examples of how communities are currently using your system for centralized intake.
J. Describe Contractor’s experience in providing the solution to Domestic Violence (DV)/ Victim Service Providers. Of particular interest are ideas concerning how the Contractor could benefit these providers while still hosting their data separately from the rest of the Collaborative. For example, can a copy of the solution be housed locally at an Agency? If the solution can be locally installed, what would the general hardware requirements be? Will updates to the main solution be able to be pushed to DV provider agencies? Will DV agencies be able to reference information available to the rest of the Collaborative in the main solution, such as the resource directory, without compromising their client data? How would the Contractor support the solution for these agencies, if necessary? What additional types of costs, if any, would the Collaborative need to consider while deciding if there is a level of feasibility to providing the solution to individual DV/ Victim Service Providers? For instance, if the Contractor recommends that the solution be hosted in a separate instance on the Contractor’s servers rather than local installations, will the collaborative still receive economy of scale incentives, or will the Collaborative have to purchase an entirely separate solution(s) at full price? Identify any additional costs as optional costs in Appendix D (Cost Matrix).

K. Describe the proposed solution’s available reporting and analysis tools. Include a description of the ad hoc reporting and inquiry tools for the end-user. Do all reports have access to real time data? Describe any report repositories included in the proposed solution. Include compatibilities and integrations between this repository and other industry standard reporting tools. List all report output formats (e.g., HTML, MS Excel, PDF, etc.) supported by the proposed solution. Include a discussion of which components of the solution support each format.

L. Describe the information lifecycle management (ILM) tools (archiving tools) for the data that are available to DCED. Include a description of the user interface along with the data lifecycle.

M. Describe any additional security tools provided by the proposed solution that are not already listed in Appendix G – Functional and Technical Requirements.

N. Explain how the proposed solution maintains confidentiality of the data contained in the solution.

O. If data sharing settings allow, are users able to view a client that is not located in their agency? Please see the RFQ - Section IV, Part IV-2, subsection E(4) for a description of current functionality.

P. Explain how the CoCs will have the ability to port its data from the proposed solution to an alternative system (should the Collaborative decide to utilize a different solution at some point in the future), including any tools or utilities which would make this task easier.
Q. Describe how many concurrent, daily, weekly and monthly transactions the proposed solution can support. (Indicate response in terms of applications and requisitions.) List any current users that can verify this level of support.

R. How many users (volunteers, end users, program managers, agency managers, administrators, etc.) can proposed solution support? List any current users that can verify this level of support.

S. If applicable, describe any non-reporting-related features of the proposed solution designed to enhance metrics tracking. For instance, does your solution allow for the creation and maintenance of data relationships by system administrators? Is the solution capable of using flexible, “on the fly” rules-based data collection to allow data to be gleaned and automatically recorded based on a user’s response to other questions?

T. Does the proposed solution utilize a SQL database platform? If not, which database software does the proposed solution utilize and why?

U. Is the proposed solution written with .NET? If not, which language does the proposed solution utilize and why?

V. How large of a database can proposed solution support?

W. Is the proposed solution capable of document upload/ storage? If so, is there a limit to amount of space available for the whole implementation or per user license? How much does the Contractor charge for additional storage space, if applicable? Any additional necessary or optional costs must be identified in Appendix D (Cost Matrix).

X. Explain how the proposed solution is effectively positioned for easy integration with other on-line or web-based systems.

Y. Describe how the proposed solution can use available web services.

Z. Please describe the tools available for integrations with third party systems.

AA. Explain any functionality of the proposed solution not specified by DCED as a requirement, but that Contractor believes will be of significant value to the PA HMIS Collaborative once the solution is implemented. Any additional costs must be identified in Appendix D (Cost Matrix).

BB. Include a completed copy of Appendix G – Functional and Technical Requirements worksheet within your Technical Submission.
**Data Conversion.**

A. Describe the approach that will be used to migrate the PA HMIS Collaborative’s data from the two existing HMIS Systems to the proposed solution.
   1. Describe any perceived risks and Contractor’s plans to mitigate them.
   2. Describe any alternative approach Contractor may have relative to existing PA HMIS Collaborative data.
   3. Provide an estimate of time required for data migration as described in section IV-4 Tasks.
   4. Provide separate estimates for conversion costs in Appendix D (Cost Matrix): One for PA HMIS and one for Westmoreland County HMIS.

B. Describe the methods that will be used to deal with data not meeting the referential integrity requirements of the proposed solution.

C. Describe the resources needed from DCED and/ or Westmoreland County (and their current solution provider) to facilitate the data conversion process. Include anticipated staff time.

D. Explain what “fall back” strategies will be employed in the event of data conversion failures.

E. Describe the methods that will be used to ensure that all data is accounted for during conversion.

F. Has Contractor had experiences doing a data conversion of similar size and scope? If so, what approaches was taken to ensure a successful implementation and what is the average time taken to convert to Contractor’s solution using the proposed platform?

**Testing.**

A. Describe in detail Contractor’s testing approach and methodology.

B. Describe the different levels of testing to be performed and who will be responsible for performing them.

C. Explain the approach to be taken for mitigation of failed tests.

D. Describe the approach to be taken for system sizing, volume, and stress testing.

E. Explain the proposed methodology for version control.
Maintenance, Support and New Versions.

A. Describe in detail the proposed services to maintain and support the solution and explain how this either meets or exceeds DCED’s requirements, which are specified in Part IV of this RFQ.

B. What technical support does the proposed system provide during business hours and after business hours via web portal, email, and telephone? State the locations of Contractor’s technical support offices that will service the Commonwealth and their hours of operation, including after-hours support availability.

C. What is the average amount of time between version releases?

D. If applicable, describe the long-term release strategy for newer versions to the extent known at this time. Are any upgrades planned? If any upgrades are planned, describe them.

E. If applicable, explain how patches and fixes are deployed and applied.

F. How does the Contractor engage and utilize customer feedback to develop product enhancement or fix bugs in the proposed solution?

G. Describe provisions for receiving, reviewing, and responding to both automated and requested software fixes in agreed upon timeframe.

H. Can the proposed solution provide customizations to accommodate the needs of participating agencies, including unique case management functionalities and data elements and agency specific reporting?

I. Would DCED be charged for standard system upgrades? If yes, describe and identify costs in Appendix D (Cost Matrix).

J. Describe how and how timely HMIS data standard changes are handled. Include a description of how the data collected under old standards is mapped to new standards, if applicable.

K. In order to demonstrate your organization’s ability to comply with the most current HUD standards, please describe how your system was updated to meet the APR income changes required to be made by HUD by the fall of 2013. Please provide specific dates that the update was deployed and available to ALL of your customers. Also describe the process by which your customers were notified of this change.

L. Describe your internal process for updating reports to keep them compliant with new HUD standards. What is your average response time for changes? Do you
charge your customers for these types of changes? If so, costs must be identified in Appendix D (Cost Matrix). How long do changes typically take?

M. What happens to customizations (i.e. user-defined tables and fields) when the software is upgraded?

II-5. Prior Experience

Include experience in providing HMIS, client tracking, and case management solutions. Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Provide answers to the following questions and requests for information:

A. Has Contractor been in the business of providing HMIS, client tracking, and case management solutions for at least 7 years? Provide a summary of the Contractor’s operational history including years of operation and ownership.

B. Describe Contractor’s experience with public sector clients, especially State Government.

C. Describe Contractor’s experience with collaborations, including stakeholders such as State and Local Government, non-profits, homeless service providers, etc.

D. How many organizations/companies are currently using Contractor’s solution in the proposed platform? How many of these organizations/companies have 25 employees or more? 100 or more? 500 or more? 1,000 or more?

E. How many CoCs are currently using the Contractor’s solution in the proposed platform? How many of these are statewide or balance of state implementations that include multiple CoCs?

F. Describe your firm’s experience in providing one solution that covers geography composed of both urban and rural communities.

G. Is the Contractor an active member of HUD’s HMIS Software Provider group?

In addition, provide a minimum of three (3) client references applicable to projects that are similar in size and complexity to this effort. If your firm has public sector experience, the Contractor should provide a minimum of one (1) public sector client reference. The client references should be recent projects completed during the last two (2) years. Increased consideration will be given to those references that closely match the functionality being proposed for DCED. Please provide the client’s name, the name of an appropriate contact person, the contact person’s address and a phone number where he or she can be reached. Each reference should include a brief description of the project, how it matches the situation at DCED and how many employees the implemented solution supports. The Commonwealth reserves the right to contact any and all persons listed by
the Contractor concerning past work experience. The Contractor should use the format provided in Appendix F, Project References, for client references.

II-6. Personnel
Provide responses to the following questions and requests for information.

A. Provide an organizational chart depicting the project team proposed for this effort, including all key personnel involved.

B. Describe the relevant work experience of the key individuals who will be assigned to this project and their tenure with your company. Experience shown should be work done by individuals who will be assigned to this project as well as that of contractors.

C. Explain how the project organization is designed to meet the requirements of the project.

D. Provide a list of all key proposed personnel (project managers, developers, security personnel, technical leads, trainers, and testing leads), including their name, title, responsibilities, whether they will be working full- or part-time on the project and how long each has been with your company (if applicable). Note the roles and responsibilities they will have on this project. Also, show where these personnel will be physically located during the time they are engaged in the project.

E. Identify by name any subcontractors you intend to use and the services that each subcontractor will perform. Provide a summary of each subcontractor's relevant experience in the type of work they are being tasked with in this project.

F. How large is Contractor’s software development and testing organization?

G. Will the personnel that have access to personally identifiable information within the proposed solution be required to have background checks and/or security clearance? How does the Contractor secure access both physically and virtually?

For key personnel (project managers, developers, security personnel, technical leads, trainers, and testing leads, etc.); include the employee’s resume or similar document.

Resumes are not to include personal information that will, or will be likely to, require redaction prior to release of the proposal under the Commonwealth’s Right to Know Law. This includes home addresses and phone numbers, Social Security Numbers, Drivers’ License numbers or numbers from state ID cards issued in lieu of a Drivers’ License, financial account numbers, etc. If the Commonwealth requires any of this information for security verification or other purposes, the information will be requested separately and as necessary.
II-7. Training
Provide responses to the following requests for information:

G. Describe in detail the proposed end user, HMIS lead, and System Administrator training methodology for the project. List the training proposed by user role (i.e., volunteer, intake, case management, program manager, agency manager, grant manager, HMIS lead, System Administrator, or any other roles the Contractor feels are appropriate). Include types of available training instruction (i.e. hands-on, web-based, train-the-trainer, etc.), content, objectives, duration, and purpose.

H. Describe the on-line help included in the proposed solution. Explain the degree to which the on-line help system can be customized.

I. Describe the written training and documentation included in the proposed solution. Explain the degree to which this documentation can be customized.

J. If applicable, please provide costs for retraining new end-users/staff within years 1-3. These costs must only be identified in Appendix D (Cost Matrix).

II-8. Emergency Preparedness
To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services.

A. Describe how Contractor anticipates such a crisis will impact its operations.

B. Describe Contractor’s emergency response continuity of operations plan. Attach a copy of the plan, or at a minimum, summarize how the plan addresses the following aspects of pandemic preparedness:

1. Employee training (describe Contractor’s training plan, and how frequently it will be shared with employees)

2. Identified essential business functions and key employees (within Contractor’s organization) necessary to carry them out

3. Contingency plans for:
   - How Contractor will handle staffing issues when a portion of key employees are incapacitated due to illness.
   - How Contractor employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
4. How Contractor will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.

5. How and when Contractor’s emergency plan will be tested, and if the plan will be tested by a third-party.

C. Describe the Contractor’s disaster recovery procedures, using Appendix G – Functional and Technical Requirements as a minimum reference.

II-9. Financial Capability
Describe your company’s financial stability and economic capability to perform the Project requirements. Provide your company’s financial statements for the past two (2) fiscal years. If your company is a publicly traded company, please provide a link to your financial records on your company website; otherwise, provide two (2) years of your company’s financial documents such as audited financial statements. Financial statements must include the company’s Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report if available. The Commonwealth reserves the right to request additional information it deems necessary to evaluate a Contractor’s financial capability.

II-10. Small Diverse Business Participation Submittal

A. To receive credit for being a Small Diverse Business or for subcontracting with a Small Diverse Business (including purchasing supplies and/or services through a purchase agreement), an Contractor must include proof of Small Diverse Business qualification in the Small Diverse Business participation submittal of the proposal, as indicated below:

A Small Diverse Business verified by BSBO as a Small Diverse Business must provide a photocopy of their verification letter.

B. In addition to the above verification letter, the Contractor must include in the Small Diverse Business participation submittal of the proposal the following information:

1. All Contractors must include a numerical percentage which represents the total percentage of the work (as a percentage of the total cost in the Cost Submittal) to be performed by the Contractor and not by subcontractors and suppliers.

2. All Contractors must include a numerical percentage which represents the total percentage of the total cost in the Cost Submittal that the Contractor commits to paying to Small Diverse Businesses (SDBs) as subcontractors. To support its total percentage SDB subcontractor commitment, Contractor must also include:

   a) The percentage and dollar amount of each subcontract commitment to a Small Diverse Business;
b) The name of each Small Diverse Business. The Contractor will not receive credit for stating that after the contract is awarded it will find a Small Diverse Business.

c) The services or supplies each Small Diverse Business will provide, including the timeframe for providing the services or supplies.

d) The location where each Small Diverse Business will perform services.

e) The timeframe for each Small Diverse Business to provide or deliver the goods or services.

f) A subcontract or letter of intent signed by the Contractor and the Small Diverse Business (SDB) for each SDB identified in the SDB Submittal. The subcontract or letter of intent must identify the specific work, goods or services the SDB will perform, how the work, goods or services relates to the project and the specific timeframe during the term of the contract and any option/renewal periods when the work, goods or services will be performed or provided. In addition, the subcontract or letter of intent must identify the fixed percentage commitment and associated estimated dollar value that each SDB will receive based on the total value of the initial term of the contract as provided in the Contractor's Cost Submittal. See attached Appendix K, Small Diverse Business Letter of Intent which may be used as a letter of intent template to satisfy these requirements.

g) The name, address and telephone number of the primary contact person for each Small Diverse Business.

3. The total percentages and each SDB subcontractor commitment will become contractual obligations once the P.O. is issued.

4. The name and telephone number of the Contractor’s project (contact) person for the Small Diverse Business information.

C. The Contractor is required to submit two copies of its Small Diverse Business participation submittal. The submittal shall be clearly identified as Small Diverse Business information and sealed in its own envelope, separate from the remainder of the proposal.

D. A Small Diverse Business can be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

E. A Contractor that qualifies as a Small Diverse Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Contractors.

II-11. Cost Submittal

The information requested in this Part II-11 and Appendix D (Cost Matrix) shall constitute the Cost Submittal. All costs must be identified in Appendix D (Cost Matrix). The Commonwealth will not pay any costs that are not disclosed in Appendix D (Cost Matrix). The Cost Submittal shall be placed in a separate sealed envelope within the
sealed proposal and kept separate from the technical submittal. The total proposed cost must be broken down into the components listed on Appendix D (Cost Matrix).

Contractors should **not** include any assumptions in their cost submittals. If the Contractor includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Contractors should direct in writing to the Issuing Office pursuant to Part I, Section I-6 of this RFQ, any questions about whether a cost or other component is included or applies. All Contractors will then have the benefit of the Issuing Office’s written answer so that all proposals are submitted on the same basis.

**The Commonwealth will reimburse the selected Contractor for work satisfactorily performed after issuance of a purchase order and the start of the purchase order term, in accordance with Purchase order requirements.**

**II-12. Domestic Workforce Utilization**  
Contractors must complete and sign the Domestic Workforce Utilization Certification attached to this RFQ as Appendix C. Contractors who seek consideration for the Domestic Workforce Utilization Certification criterion must complete, sign, and submit the Domestic Workforce Utilization Certification Form in the same sealed envelope with the Technical Submittal.

**II-13. Lobbying Certification and Disclosure of Lobbying Activities**  
This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFQ must sign the “Lobbying Certification Form,” (attached as Appendix J) and, if applicable, complete the “Disclosure of Lobbying Activities” form available at: [http://www.whitehouse.gov/omb/assets/omb/grants/sflllin.pdf](http://www.whitehouse.gov/omb/assets/omb/grants/sflllin.pdf).
III-1. Mandatory Responsiveness Requirements
To be eligible for evaluation, a proposal must:

A. Be received timely from a Contractor; and

B. Be properly signed by the Contractor.

III-2. Technical Nonconforming Proposals
The Mandatory Responsiveness Requirements set forth in Part III-1 above (A-B) are the only RFQ requirements that the Commonwealth will consider to be non-waivable. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in a Contractor's proposal, (2) allow the Contractor to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Contractor’s proposal.

III-3. Evaluation
The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BSBO will evaluate the Small Diverse Business participation submittal and provide the Issuing Office with a rating for this component of each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Contractor whose proposal is determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria
The following criteria will be used in evaluating each proposal:

A. Technical:
The Issuing Office has established the weight for the Technical criterion for this RFQ as 50% of the total points. Evaluation will be based upon the following in order of importance:

i. Soundness of Approach. Emphasis here is on the techniques for collecting and analyzing data, sequence and relationships of major steps, and methods for managing the service. Of equal importance is whether the technical approach is completely responsive to all written specifications and requirements contained in the RFQ and if it appears to meet the Issuing Office’s objectives.

ii. Understanding the Problem. This refers to the Contractor's understanding of the Issuing Office's needs that generated the RFQ; the Issuing Office's objectives in asking for the services; and the nature and scope of the work involved.
iii. **Contractor Qualifications.** This refers to the ability of the Contractor to meet the terms of the RFQ, especially the time constraints and the quality, relevancy, and recency of studies and projects completed by the Contractor. This also includes the Contractor's financial ability to undertake a project of this size.

iv. **Personnel Qualifications.** This refers to the competency of professional personnel who would be assigned to the job by the Contractor. Qualifications of professional personnel will be measured by experience and education, with particular reference to experience with services similar to that described in the RFQ.

The final Technical scores are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage:
http://www.portal.state.pa.us/portal/server.pt/community/RFQ_scoring_formulas_overview/20124.

B. **Cost:**
The Issuing Office has established the weight for the Cost criterion for this RFQ as 30% of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:
http://www.portal.state.pa.us/portal/server.pt/community/RFQ_scoring_formulas_overview/20124.

C. **Small Diverse Business Participation:**
BSBO has established the weight for the Small Diverse Business (SDB) participation criterion for this RFQ as 20% of the total points. Each SDB participation submittal will be rated for its approach to enhancing the utilization of SDBs in accordance with the below-listed priority ranking and subject to the following requirements:

1. A business submitting a proposal as a prime contractor must perform 60% of the total contract value to receive points for this criterion under any priority ranking.

2. To receive credit for an SDB subcontracting commitment, the SDB subcontractor must perform at least fifty percent (50%) of the work subcontracted to it.

3. A significant subcontracting commitment is a minimum of five percent (5%) of the total purchase order value.

4. A subcontracting commitment less than five percent (5%) of the total purchase order value is considered nominal and will receive reduced or no additional SDB points depending on the priority ranking.
**Priority Rank 1:** Proposals submitted by SDBs as prime Contractors will receive 150 points. In addition, SDB prime Contractors that have significant subcontracting commitments to additional SDBs may receive up to an additional 50 points (200 points total available).

Subcontracting commitments to additional SDBs are evaluated based on the proposal offering the highest total percentage SDB subcontracting commitment. All other Contractors will be scored in proportion to the highest total percentage SDB subcontracting commitment within this ranking. See formula below.

**Priority Rank 2:** Proposals submitted by SDBs as prime contractors, with no or nominal subcontracting commitments to additional SDBs, will receive 150 points.

**Priority Rank 3:** Proposals submitted by non-small diverse businesses as prime contractors, with significant subcontracting commitments to SDBs, will receive up to 100 points. Proposals submitted with nominal subcontracting commitments to SDBs will receive points equal to the percentage level of their total SDB subcontracting commitment.

SDB subcontracting commitments are evaluated based on the proposal offering the highest total percentage SDB subcontracting commitment. All other Contractors will be scored in proportion to the highest total percentage SDB subcontracting commitment within this ranking. See formula below.

**Priority Rank 4:** Proposals by non-small diverse businesses as prime contractors with no SDB subcontracting commitments shall receive no points under this criterion.

To the extent that there are multiple SDB Participation submittals in Priority Rank 1 and/or Priority Rank 3 that offer significant subcontracting commitments to SDBs, the proposal offering the highest total percentage SDB subcontracting commitment shall receive the highest score (or additional points) available in that Priority Rank category and the other proposal(s) in that category shall be scored in proportion to the highest total percentage SDB subcontracting commitment. Proportional scoring is determined by applying the following formula:

\[
\frac{SDB \% \text{ Being Scored} \times \text{ Points/Additional}}{\text{Highest % SDB Commitment} \times \text{ Points Available}^*} = \frac{\text{Awarded/Additional}}{\text{SDB Points}}
\]

*Priority Rank 1 = 50 Additional Points Available
Priority Rank 3 = 100 Total Points Available

Please refer to the following webpage for an illustrative chart which shows SDB scoring based on a hypothetical situation in which the Commonwealth receives proposals for each Priority Rank:

http://www.portal.state.pa.us/portal/server.pt/community/rfp_scoring_formulas_overview/20124
D. Domestic Workforce Utilization:
Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFQ. The maximum amount of bonus points available for this criterion is 3% of the total points for this RFQ.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the purchase order. Maximum consideration will be given to those Contractors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.portal.state.pa.us/portal/server.pt/community/RFQ_scoring_formulas_overview/20124. Contractors who seek consideration for this criterion must submit in hardcopy the signed Domestic Workforce Utilization Certification Form in the same sealed envelope with the Technical Submittal. The certification will be included as a contractual obligation when the purchase order is issued.

III-5. Contractor Responsibility
To be responsible, a Contractor must submit a responsive proposal and possess the capability to fully perform the purchase order requirements in all respects and the integrity and reliability to assure good faith performance of the purchase order.

In order for a Contractor to be considered responsible for this RFQ and therefore eligible for selection for best and final offers or selection for purchase order negotiations:

A. The total score for the technical submittal of the Contractor’s proposal must be greater than or equal to 70% of the available technical points; and

B. The Contractor’s financial information must demonstrate that the Contractor possesses the financial capability to assure good faith performance of the contract. The Issuing Office will review the Contractor’s previous two audited annual financial statements, any additional information received from the Contractor, and any other publicly-available financial information concerning the Contractor, and assess each Contractor’s financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

A Contractor which fails to demonstrate sufficient financial capability to assure good faith performance of the purchase order as specified herein may be considered by the Issuing Office, in its sole discretion, for Best and Final Offers or purchase order negotiations contingent upon such Contractor providing purchase order performance
security, in a form acceptable to the Issuing Office, for twenty percent (20%) of the proposed value of the base term of the purchase order. Based on the financial condition of the Contractor, the Issuing Office may require a certified or bank (cashier’s) check, letter of credit, or a performance bond conditioned upon the faithful performance of the purchase order by the Contractor. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Contractor and cannot increase the Contractor’s cost proposal or the purchase order cost to the Commonwealth.

Further, the Issuing Office will award a purchase order only to a Contractor determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, Contractor Responsibility Program (CRP). Additional information about CRP can be found at [http://www.crps.state.pa.us/WebForm1.aspx](http://www.crps.state.pa.us/WebForm1.aspx).

III-6. Final Ranking and Award
A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee’s final technical scores, BSBO’s final small diverse business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part.

B. The Issuing Office will rank responsible Contractors according to the total overall score assigned to each, in descending order.

C. The Issuing Office must select for purchase order negotiations the Contractor with the highest overall score; PROVIDED, HOWEVER, THAT AN AWARD WILL NOT BE MADE TO A CONTRACTOR WHOSE PROPOSAL RECEIVED THE LOWEST TECHNICAL SCORE AND HAD THE LOWEST COST SCORE OF THE RESPONSIVE PROPOSALS RECEIVED FROM RESPONSIBLE CONTRACTORS. IN THE EVENT SUCH A PROPOSAL ACHIEVES THE HIGHEST OVERALL SCORE, IT SHALL BE ELIMINATED FROM CONSIDERATION AND AWARD SHALL BE MADE TO THE CONTRACTOR WITH THE NEXT HIGHEST OVERALL SCORE.

D. The Issuing Office has the discretion to reject all proposals or cancel the request for quotations, at any time prior to the time a purchase order is issued, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the purchase order file.
PART IV
WORK STATEMENT

IV-1. Objectives
DCED is seeking to procure from the Contractor a Homeless Management Information System (HMIS) on behalf of the PA HMIS Collaborative. The Contractor must implement the solution; provide necessary data conversion services; provide training for implemented solution; and provide post implementation operation, hosting, maintenance, and support as described in this work statement. The solution must meet or exceed the functional and technical requirements as stated in Appendix G – Functional and Technical Requirements. For purposes of classification, this procurement is advertised under SaaS, COTS, and MOTS; however, the ideal solution would be a SaaS/PaaS-based platform that allows the System Administrator to heavily configure and customize the solution and database structure to meet the needs for a wide variety of end user experiences, data collection, and reporting.

IV-2. Nature and Scope of the Project

A. Background
In 2001, Congress began requiring jurisdictions that receive Continuum of Care (CoC) Homeless Assistance funding to collect an array of data on homelessness and report this data to the US Department of Housing and Urban Development (HUD). However, rural Continua in Pennsylvania were not able to compete with the capacity of urban areas to individually purchase their own HMIS. Therefore, in 2004 DCED contracted with an off-the-shelf HMIS solution on behalf of these “Balance of State” and entitlement CoC’s, and began to form a collaborative of rural CoC’s in Pennsylvania using the same HMIS solution, now known as the PA HMIS Collaborative.

However, the needs of the PA HMIS Collaborative quickly outgrew the original solution, and in 2007 DCED opted to develop its own solution in-house. Since that time, DCED has developed, maintained, and administered PA HMIS.

The needs of the PA HMIS Collaborative have continued to grow exponentially over the last six years, and it is no longer fiscally or administratively feasible for DCED to continue to simultaneously develop and administer its HMIS solution in-house. As such, DCED, on behalf of the PA HMIS Collaborative, is requesting proposals for a flexible, web-based HMIS platform which will accommodate the varied needs and unique administrative structure of the PA HMIS Collaborative and allow for future upward scalability.

B. Project Description
The project consists of the implementation and ongoing support of an HMIS solution within the PA HMIS Collaborative. The intent of this solution will be to provide case management functionality while recording a wide range of data in a
user friendly way that complies with federal HMIS regulations. This will enable the PA HMIS Collaborative and other community, state, and federal stakeholders to obtain a comprehensive picture of the services provided within its geography, inform decisions for making changes to current homeless systems, and increase collaboration. The PA HMIS Collaborative consists of a variety of homeless and non-homeless projects with many different funding requirements related to data collection. The selected Contractor will carry out this project in two phases:

1. Planning and initial implementation: includes systems analysis, configuration, data conversion, system testing, and user training. The Contractor will work directly with the System Administrator, and any necessary HMIS Lead Agencies or selected support staff from the CoC’s to implement this phase of the project. The desired go-live date for this initial phase is October 1st, 2014.

2. Ongoing support and maintenance: technical support as needed, hosting, regular system maintenance and upgrades, and subsequent training.

More information can be found in Section IV-4 – Tasks.

C. Current Implementation Information

PA HMIS is currently developed in-house and uses three environments: Development, Staging, and Production. The proposed solution should provide a testing/ staging/ sandbox environment and must provide a training (copy of production) environment in addition to production. If these environments are not included in the cost of the proposed solution, the cost for each must be included individually within Appendix D (Cost Matrix).

The current Production and Beta environments use a Microsoft SQL (Production = 2005, and Staging = 2008) database platform on a virtual server setup at DCED with a .NET application interface remotely hosted by the Governor’s Office of Administration. The Production and Staging environments use Microsoft SSRS reporting services (2005) for reporting, which is also hosted remotely and maintained by the Governor’s Office of Administration (OA). SSRS uses a custom automated login through the main .NET application to allow proper user access. It’s important to note that default SSRS configuration and server authentication settings have been integrated into the user tables to allow access to non-commonwealth employees through the application. This customization is not Microsoft supported but the workaround was provided by Microsoft.

Due to our prior success and knowledge on these platforms, and because of potential integration needs, the proposed solution would preferably be based on a SQL platform, preferably written with .NET language. System Administrator permissions are validated through the Commonwealth’s active directory. The proposed solution should be capable of integrating with active directory.
The current Development environment uses a Microsoft SQL (2012) database platform along with SSRS reporting services (2005) but is hosted locally at DCED and is only available to select internal IT staff and contractors (no public access is permitted).

Current metrics related to PA HMIS appear below.  
(Please see Appendix L for the PA HMIS data dictionary.)

<table>
<thead>
<tr>
<th>Component Data:</th>
<th>Total</th>
<th>Active*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of users</td>
<td>N/A</td>
<td>345</td>
</tr>
<tr>
<td>Number of agencies</td>
<td>235</td>
<td>152</td>
</tr>
<tr>
<td>Number of sites</td>
<td>357</td>
<td>251</td>
</tr>
<tr>
<td>Number of projects/ programs</td>
<td>600</td>
<td>386</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client Profile Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of total client records</td>
<td>78,357</td>
</tr>
<tr>
<td>Number of client records created between 10/1/12 and 09/30/13</td>
<td>8,686</td>
</tr>
<tr>
<td>Number of client records created since 01/01/13</td>
<td>13,044</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Enrollment Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of total client program enrollment records</td>
<td>86,297</td>
</tr>
<tr>
<td>Number of active (open) client program enrollment records</td>
<td>7,687</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of total service transactions</td>
<td>234,004</td>
</tr>
<tr>
<td>Number of service transactions created between 10/1/12 and 09/30/13</td>
<td>25,977</td>
</tr>
<tr>
<td>Number of client transactions created since 01/01/13</td>
<td>34,263</td>
</tr>
<tr>
<td>Number of active (open) service transactions</td>
<td>7,639</td>
</tr>
</tbody>
</table>

All data unless otherwise noted contains all applicable data from inception of the system through 4/10/2014.

*Active Agencies – agencies that have either an active program or active user in the last 6 months
*Active Users – users that have used the system in the last 6 months, regardless of role
*Active Sites – sites associated to active programs
*Active Programs – any program that reported serving (enrollment) at least 1 client in the last 6 months

DCED expects the number of users to increase within the first two years.
Current metrics related to Westmoreland County appear below.

<table>
<thead>
<tr>
<th>Component Data:</th>
<th>Total</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of agencies</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Number of projects/programs</td>
<td>15</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client Profile Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of total client records</td>
<td>4,686</td>
</tr>
<tr>
<td>Number of clients served since 01/01/13</td>
<td>3,203</td>
</tr>
</tbody>
</table>

D. **PA HMIS Collaborative Organizational Structure**

The PA HMIS Collaborative has a unique organizational structure due to the mix of entitlement and Balance of State member CoC’s and PA HMIS relies heavily on tiered/ hierarchical administration. The highest tier is held by the System Administrator, which is DCED and which oversees and has access to the entire PA HMIS Collaborative. The second tier is held by the HMIS Lead Agencies, which provide administrative oversight to their own CoC’s. The third tier is held by agency administrators, who manage and maintain the setup of their own agency, including users and programs. The final tier is held by program administrators, who administer specific programs within an agency. Lower tiers cannot override restrictions or settings placed by higher tiers of administration. Note that there are additional roles besides these administration roles.

The solution will need to be able to provide multiple custom levels of system administration privileges to accommodate this structure, described in more detail below:

1. **HMIS Lead Agency Structure**: Organizationally, each of the five CoC’s is administered by its own HMIS Lead Agency. In practice, DCED serves as the HMIS Lead Agency for four of the CoC’s: PA-507, PA-509, PA-601, and PA-602. It should be noted that by mid-2014 it is expected that these four CoC’s will be merged into two Balance of State CoCs. After these merges, DCED will remain as the HMIS Lead Agency for both Balance of State CoCs.

The County of Bucks Department of Community and Business Development serves as the HMIS Lead Agency for the fifth CoC, PA-511.

2. **CoC Composition**: The CoC’s currently represented in the PA HMIS Collaborative are:

   **PA-507¹** (Lycoming, Clinton, Columbia, Montour, Northumberland, Union, Snyder, Centre, Cambria, Blair, Huntingdon, Mifflin, Juniata, Perry, Cumberland, Adams, Franklin, Fulton, Bedford, Somerset, and Lebanon counties),
PA-509¹ (Tioga, Bradford, Sullivan, Wyoming, Susquehanna, Wayne, Pike, Monroe, Carbon, Schuylkill, Lehigh, and Northampton counties),
PA-511 (Bucks County),
PA-601² (Butler, Armstrong, Indiana, Westmoreland*, Fayette, Greene, and Washington counties),
PA-602² (Crawford, Warren, McKean, Potter, Mercer, Lawrence, Venango, Forest, Clarion, Jefferson, Elk, Cameron, and Clearfield counties).

¹ These CoCs will be merging within the next year
² These CoCs will be merging within the next year
* Westmoreland County currently uses a separate solution, and will need to be converted to the new solution simultaneously

In addition to administration privileges, it’s important to point out that the PA HMIS collaborative uses some customized roles which are used in addition to the standard permission structure. The proposed solution must provide the ability for HMIS Lead Agencies and System Administrators to create unique roles with customized, cross-cutting permissions as the need arises. A few examples would be:

1. A user who needs program administration access at one agency, but minimal client entry access at a separate agency (accessed from the same user account);
2. A grant administrator who needs access to set up a funding source for a subgrantee and who needs to be restricted to reporting access against only that funding source; or
3. A user who is limited to “read only” and/or specific reporting access.

E. Special Needs

1. Geographical Concerns: The PA HMIS Collaborative is comprised of a mixture of rural and urban geographies and its HMIS solution needs to be flexible enough to support both simultaneously. Of particular interest are solutions that demonstrate an ability to provide support for individualized projects within the PA HMIS Collaborative or within a CoC, such as centralized intake and coordinated assessment; training and ongoing support for geographically diverse users; and any other special needs that the Contractor has experienced in prior implementations with a similar mix of urban and rural communities.

2. Configurability: Because of the need for a solution that tracks information for homeless and non-homeless projects; because there are a variety of (or sometimes an absence of) funder (entities that provide funding to participants of the PA HMIS Collaborative) requirements; and because of the geographical concerns listed above, the proposed solution must provide System Administrators and HMIS leads with a high degree of configurability and customization around non-standard data collection, workflows, and reporting. Providing System Administrators with ability to create or modify the table structure used by these workflows is also very important.
3. Data Conversion: Data from two HMIS systems will need to be converted into the new solution, although the second solution is much smaller as it is used by one county, Westmoreland. Westmoreland’s solution provider is aware of the need to assist in this conversion. While technically part of the same project, Westmoreland will be reimbursing DCED for the costs specific to the conversion of their data, so these proposed costs must be listed separately from the PA HMIS conversion costs in Appendix D (Cost Matrix).

4. The current solution uses extensive client identification algorithms that fulfill two tasks: 1) Client de-duplication at the project, agency-wide, CoC-wide, and system-wide levels, and 2) (if data sharing policies allow) the building of a “global” version of the client. This global profile is built based on de-duplicated, most recent, and most complete data recorded by individual agencies and permitted to be shared by the client, and is combined in a separate, real-time record that can be viewed system wide while allowing each agency to maintain their own unique version of that client. This record also links the other agency-level client records together so that users can see program enrollments in real time through a lookup feature without having direct access to another agency’s client record. Users can also copy the most recent version of the global client profile to their agency at which point they can make changes, if necessary. This allows the PA HMIS Collaborative to see movement between agencies, counties, and CoCs and allows users to inconvenience clients less and record less redundant amounts of information about clients. While it is understood that other software solutions may achieve this functionality through alternate means, the PA HMIS Collaborative is particularly interested to know if the proposed solution can replicate this functionality, as it is critical to the success of such a geographically large implementation.

IV-3. Requirements
A. Functional and Technical Requirements
   The PA HMIS Collaborative’s functional and technical requirements are provided in Appendix G.

B. Hosting Requirement
   Hosting requirements are provided in Appendix H.

C. Service Level Agreements (SLA)
   The selected Contractor shall meet the SLAs as described in Appendix I.

D. Maintenance and Support Requirements
   1. The selected Contractor must provide product support to the System Administrator, including technical support via telephone and e-mail.
2. The Contractor must closely monitor the problem resolution objectives and must complement these objectives with incident escalation and management intervention procedures to ensure that the Commonwealth’s needs are documented, met promptly and effectively.

3. At a minimum, the selected Contractor must provide the following in the way of maintenance coverage for the proposed solution:
   a) Ongoing software updates for the proposed solution, as they become available and are thoroughly tested. Such updates may include bug fixes, patches and other improvements. The System Administrator must be notified at least 48 hours before scheduled downtime.
   b) The System Administrator must approve any customized software updates prior to placing into production.

E. **Project Management.** The Contractor shall provide project management services to coordinate all activities essential to the implementation and installation of the new HMIS. The Contractor shall assign a project manager who will serve as the key point of contact for the System Administrator for purposes of providing oversight on all project tasks and activities. The project manager shall be responsible for the project management methodologies, reports, and controls as described in **IV-5. Reporting and project Control.**

F. **Change Management Process.** In the event that a change or enhancement is needed to source code or other areas that may be inaccessible to the System Administrator, the change is requested by the System Administrator and documented on a change request form. The change is scoped, coded, tested, and deployed. This process will include joint efforts by the Contractor, the System Administrator, and any additional individuals identified by the System Administrator, if necessary. All tasks will be managed by the project manager with input from the System Administrator.

All releases must follow an industry standard release management methodology to ensure all releases are properly planned, designed, developed, tested, documented and deployed. At a minimum, the release management approach must address the following release management functions:

1. Requirements Management – The definition and documentation of requirements for enhancements or modifications to existing features.
2. Design – The design system enhancement or modification based on the requirements.
3. Configure/Develop – Develop and/or configure system enhancement or modification based on the requirements.
4. Test Plan – Plan to test the enhancement or modification current methodology.
5. Deploy Plan – Plan to deploy the enhancement or modification current methodology.

6. Documentation and Training – Documenting and training users or system administrators as necessary. Documentation should include creating and/or updating, at a minimum, job aids, user guides, object diagrams, entity relation diagrams, online help, decision charts, and data flow diagrams.

**Deliverables (for each release)**

1. Requirements Plan
2. Design Documentation
3. Release Notes
4. Test Plan
5. Deployment Plan
6. Training Documentation

The Change Management Process is as follows:

1. **Change Request** – The System Administrator will complete a change request form, including all details of the change

2. **Research and Analysis of Change** – The Contractor will research the change and analyze the impact to the system. All risks and extra costs, if applicable, will be identified and a solution with project scope and tasks will be provided to the System Administrator in the form of an impact analysis and change requirements plan

3. **Change Approval** – The System Administrator either approves or rejects the Change Requirements Plan

4. **Enhancement Development and Testing** - Enhancements will be developed by the Contractor and all deliverables outlined in the Change Requirements Plan must be met. Test results documentation, System Administrator acceptance Testing, Quality Assurance approval, and System Administrator acknowledgement that the enhancement is accepted is necessary for completion of development.

5. **Deployment** – Changes are deployed and verified by System Administrator

6. **Change Accepted by System Administrator and closed** – Once the enhancement is deployed and verified, and training is provided, if necessary, the System Administrator will sign off on the Change Request as “accepted.”

**G. Communications Management.** The selected Contractor shall be responsible for communications management, to include but not be limited to: change request tracking, approvals process, and communication approach. Contractors shall describe its communications management approach that is proposed for this project.
H. **Quality Assurance.** The selected Contractor shall be responsible for quality assurance of the solution. This includes preservation of underlying data throughout bug resolution, regular system maintenance, and change management, as well as ensuring comprehensive QA during any testing and deployments. Contractors shall describe its quality assurance approach and tools that will be used for this project.

IV-4. **Tasks**
Once a purchase order is issued, the selected Contractor, will engage in project planning/preparation activities with the System Administrator and perform whatever analysis is necessary to properly size and configure the proposed solution. The selected Contractor will then configure the proposed solution to meet DCED requirements, develop and configure required system interfaces, perform conversion of data from the existing HMIS system to the proposed solution, and thoroughly test the new solution. The selected Contractor will be responsible for any additional tasks and milestones identified in the project work plan. The selected Contractor will not be compensated for any deliverable until it is accepted in writing by the System Administrator.

This effort will include, but may not be limited to, the following tasks:

A. **Requirements Management**
The selected Contractor must track and manage all requirements, including the verification of those already identified by DCED, as well as the discovery of additional ones, to ensure completeness. The Contractor must propose a process to track the individual requirements, number them, prioritize, and maintain the status of each.

This task must include joint sessions with DCED staff. Work will include the development of an “as-is” business and system assessment and a “to-be” business and system assessment. The analysis will serve as a basis for a business process re-engineering assessment and recommendations. The overall goal of this task is to document the “to-be” state, prioritize requirements and identify areas that could benefit from business process reengineering and the development of a set of finalized requirements. The selected contractor shall develop a requirements traceability matrix which links requirements throughout the validation process. The purpose of the requirement traceability matrix is to ensure that all requirements defined for the system are reflected in the design and tested. As the design specifications and test plans and scenarios are developed, the traceability matrix is updated.

**DELIVERABLE 1:** Requirements management plan  
**DELIVERABLE 2:** High-level functional requirements  
**DELIVERABLE 3:** As-is assessment  
**DELIVERABLE 4:** To-be assessment  
**DELIVERABLE 5:** Finalized requirements document  
**DELIVERABLE 6:** Requirements Traceability Matrix
B. **Data Conversion Planning**
The selected Contractor shall work with the System Administrator to plan all data migration, conversion, and cleaning activities necessary to migrate approximately 6 years of legacy data from 2 HMIS solutions into the new solution.

DELIVERABLE 7: Data conversion plan, which specifies all data to be converted to the proposed solution, the procedures that will be used to ensure the data conversion effort is successful, the timing and sequence of the conversions, and the proposed conversion schedule.

C. **Configuration of Environment(s)**
Installation and set-up of separate test (if available), training, and production environments.

DELIVERABLE 8: Operational test, training, and production environments.

D. **Detailed system and interface design**
Detailed system design, representing a refinement of the finalized requirements.

DELIVERABLE 9: The Contractor’s recommended solution configuration in the form of a detailed design document.

DELIVERABLE 10: Detailed designs of the data interfaces required for implementation.

E. **System Development**
The selected Contractor shall develop any needed customization for the system to meet the requirements and system design.

DELIVERABLE 11: Development of all proposed functionality required for implementation.

F. **Development of test plans and scenarios**
The selected Contractor shall develop testing plans and test scenarios which will be used to perform system testing.

DELIVERABLE 12: Test plans and scenarios, covering all aspects of system testing.

G. **Data conversion**
The selected Contractor shall execute the Data Conversion Plan, including all data migration, conversion, and cleaning activities.

DELIVERABLE 13a: Successful migration and conversion of the existing PA HMIS data.
DELIVERABLE 13b: Successful migration and conversion of Westmoreland County HMIS data.

H. Interface implementation
The selected Contractor shall implement any required Commonwealth or third party data interfaces identified during task A.

DELIVERABLE 14: Implementation of any required data interfaces.

I. System configuration
The selected Contractor shall configure the system based on the detailed design documentation.

DELIVERABLE 15: Configuration of the solution for implementation.

J. Thorough testing prior to go-live
The selected Contractor shall execute the system testing plan.

DELIVERABLE 16: Test documentation showing the successful results of all testing procedures, including all errors retested, and mitigation procedures.

K. Training of appropriate user groups on use of solution
The selected Contractor must provide initial training. Contractors shall propose a training methodology for the project. The proposed training methodology is subject to HMIS lead approval with final approval by the System Administrator.

DELIVERABLE 17: A finalized training plan and schedule to address the needs of the project
DELIVERABLE 18: Training documents for each category designated end-users, geared specifically toward the solution functions of each end-user. Include materials such as workbooks, exercises, and examples as well as handouts and aides.
DELIVERABLE 19: Training sessions for HMIS leads.
DELIVERABLE 20: Training sessions for System Administrator.

L. Activation of implemented solution
The selected Contractor shall implement the solution in the production environment.
Immediately following go-live will be a period of ninety (90) days during which System Administrator and HMIS leads will review the implementation prior to final acceptance. Final acceptance will occur when the System Administrator has collected all feedback and the solution is accepted in writing by System Administrator.

DELIVERABLE 21: A completely functional HMIS and case management solution, certified by System Administrator as having successfully met all of the agreed to requirements.

M. Post Implementation Operation, Maintenance, and Support
The selected Contractor shall host the solution and shall perform all system maintenance needed to ensure the solution remains operational and meets the requirements of this RFQ. The selected Contractor shall submit a Monthly SLA report as described in section IV-5. Reports and Project Control.

N. Custom Programming/Software Modification
The PA HMIS Collaborative believes that the majority of the requirements identified for these applications can be met by packaged software products with a minimum need for software modifications. The PA HMIS Collaborative does not believe, however that ALL requirements will be met by the successful Vendor without some customization.

If custom programming/software modifications are identified in the Contractor’s proposed solution, it is anticipated that, as part of the implementation effort, the Contractor must engage the PA HMIS Collaborative’s System Administrator in confirming the intended use of the proposed modifications prior to developing them. It is expected that the Contractor will develop the necessary technical documentation which describes how the programming was performed and how the modifications were developed. It is expected that the Contractor will be responsible for the quality assurance of the software modifications developed, as confirmed by the System Administrator, through a formalized acceptance process. In the Contractor’s proposal response, the Contractor is to describe the scope of necessary custom programming and software modifications and the approach to be taken. Explain how such modifications and customization will affect future system enhancements and upgrades.

Once the proposed solution is implemented, any future custom programming/software modification(s) needed by the PA HMIS Collaborative must be initiated by the System Administrator (see IV-3(F) – Change Management Process). Requests from individual organizations, CoCs, or HMIS Leads must be provided to the System Administrator for approval prior to the Contractor’s involvement, as enhancements could result in necessary negotiations in relation to increased costs, purchase order changes, or contract changes. The same documentation and quality assurance expectations listed in the paragraph above will apply to these future
upgrades as well as any necessary training needs resulting from the enhancements.

IV-5. Reports and Project Control

Throughout the life of the contract, the Contractor will provide the necessary project management to ensure that all systems are fully maintained. This includes tracking each issue to ensure resolution risk mitigation throughout the project, as well as, fully executed enhancements for each system. The Contractor must follow the Project Management Methodology established by the Office of Administration’s Office of Information Technology which can be found at http://www.portal.state.pa.us/portal/server.pt/community/project_management/10058/enterprise_project_management_methodology/144523. The selected Contractor shall submit reports, receipts, forms and/or controls at no additional costs as DCED requires. These will include, but are not limited to, the following:

A. Project Work Plan – The Contractor shall submit a Project Work Plan for review and approval. This work plan shall include the work elements of each task, the resources assigned to each element, the time allotted to each element, task dependencies, and deliverable items. This plan is to be updated throughout the project period to correspond with progress being made. At a minimum, it must be updated at least monthly or at the discretion of the System Administrator. It identifies the roles and responsibilities for key individuals and teams, the approach to conduct an impact analysis for each change requested, and the form that will be used in requesting change modifications in accordance with the contract or purchase order. Where appropriate, a PERT or GANTT chart display should be used to show project, task, and time relationship. The Project Work Plan must include, but not be limited to, the following:

1. Establishment of baseline around scope, schedule, and budget
2. Overall project plan blueprint – work plan and schedule
3. Identification of critical path/ key activities within the schedule
4. Project management, issue, risk mitigation and change management procedures document.

B. Weekly status report – During the implementation phase of the project, the selected Contractor shall submit a weekly status report to include status and/or updates to the Project Work Plan.

C. Progress Reports - Progress will be monitored throughout the project and gauged at various major milestones that will be established as part of the proposed project work plan. The selected Contractor will submit a progress report when each major milestone is reached (within three (3) business days of reaching the major milestone), and any subsequent meetings, if necessary, will be scheduled by the DCED for discussion purposes. These meetings will be held at the Commonwealth Keystone Building or by conference call, if applicable.
D. **Weekly Status Meetings** - During the implementation phase of the project, the selected Contractor shall participate in weekly status meetings with the System Administrator and other stakeholders the System administrator deems necessary. These meetings will take place at the Commonwealth Keystone Building and/or be conducted via conference calls.

E. **Monthly SLA report** – The selected Contractor shall provide a monthly SLA report (within five (5) business days of months end). Report must provide statistical data to track compliance with the SLAs as described in Appendix I - SLA.

F. **Additional meetings**, as needed, to address issues that arise.

G. **Problem Identification Reports** - The selected Contractor will be responsible for tracking and reporting any problem areas and changes required. Submitted on an “as required” basis, the report should describe the problem and its impact on the overall project and on each affected task; list possible courses of action with advantages and disadvantages of each, including options provided by the selected Contractor and rationale supporting each option.

H. **Issues Management** - All issues and bugs reported by the System Administrator shall be tracked, managed, and reported as part of the weekly status report and discussed in the weekly meeting.

I. **Change Management Control** – The Contractor shall keep a change management log for all enhancements to the applications. This log shall reflect the timelines, status, and the requirements for each change. Changes are subject to approval by the System Administrator. Requirements around performing an impact analysis for changes to the original scope, schedule, and cost baseline are identified in section IV-3(F).

J. **Final Report** - Upon completion of the initial implementation, the Contractor shall close out the implementation phase by providing a final report as evidence of completeness and indicating any approved outstanding issues. Any unapproved outstanding issues shall be remedied prior to the initial implementation. This final report shall be submitted by the Contractor within 7 business days after the “go live” date.

**IV-6. Purchase Order Requirements — Small Diverse Business Participation**

All purchase orders containing Small Diverse Business participation and must also include a provision requiring the selected Contractor to meet and maintain those commitments made to Small Diverse Businesses at the time of proposal submittal or purchase order negotiation, unless a change in the commitment is approved by the BSBO. All purchase orders containing Small Diverse Business participation must include a provision requiring Small Diverse Business subcontractors to perform at least **50%** of the subcontracted work.
The selected Contractor’s commitments to Small Diverse Businesses made at the time of proposal submittal or purchase order negotiation shall, to the extent so provided in the commitment, be maintained throughout the term of the purchase order and through any renewal or extension of the purchase order. Any proposed change must be submitted to BSBO, which will make a recommendation to the Issuing Officer regarding a course of action.

If a purchase order is assigned to another Contractor, the new Contractor must maintain the Small Diverse Business participation of the original purchase order.

The selected Contractor shall complete the Prime Contractor’s Quarterly Utilization Report (or similar type document containing the same information) and submit it to the Contracting Officer of the Issuing Office and BSBO within 10 workdays at the end of each quarter the purchase order is in force. This information will be used to determine the actual dollar amount paid to Small Diverse Business subcontractors and suppliers. Also, this information will serve as a record of fulfillment of the commitment the selected Contractor made and for which it received Small Diverse Business participation points. If there was no activity during the quarter then the form must be completed by stating “No activity in this quarter.”

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF SMALL DIVERSE BUSINESS STATUS OR ENTITLE A CONTRACTOR TO RECEIVE CREDIT FOR SMALL DIVERSE BUSINESS UTILIZATION.