



STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
A Healthcare Service Agency

RFP #DMHAS-HOUSING-HMIS-2018
Questions and Answers

1. Question: Are out of state entities eligible to apply for this RFP as long as they are registered to do business in the State of Connecticut?

Answer: Yes, per Section I. C. 4. on page 6, “Eligibility is limited to organizations registered with the Connecticut Office of the Secretary of the State to do business in the State of Connecticut.”
2. Question: Would the state of Connecticut consider switching HMIS Software Products?

Answer: The HMIS Software Product is not part of this RFP and the State of CT is not considering switching at this time.
3. Question: Are companies from Outside USA eligible to apply for this? (for example, from India or Canada)

Answer: Yes, per Section I. C. 4. on page 6, “Eligibility is limited to organizations registered with the Connecticut Office of the Secretary of the State to do business in the State of Connecticut.”
4. Question: Do we need to attend meetings?

Answer: Yes, the successful bidder will be required to attend meetings. Many meetings can be done remotely via internet; however in person meetings will be required as needed.
5. Question: Can we perform the tasks (related to the RFP) outside of the USA? (for example, from India or Canada)

Answer: Many tasks can be performed remotely; however some tasks will require an in person presence in Connecticut.
6. Question: Can we submit the proposals via email?

Answer: Instructions regarding Proposal submission is referenced in Section I. C. 10. on page 8 of the RFP where it states that “Faxed or e-mailed proposals will not be evaluated.”
7. Question: Per Section III.B of the RFP states “Planning and conducting a PIT of unsheltered and sheltered persons who are homeless that meets all requirements established by HUD;” Is this a requirement of this RFP? To date, HMIS funds and funding for the PIT count are separate from one another.

Answer: The awardee will not be required to conduct the PIT, but will be required to provide all necessary HMIS data and reporting requirements within the specified timeline as developed by the funder and Continua of Care.
8. Question: Per Section III.C.3.(a).i of the RFP states “Provide monthly data and reports to the CT HMIS SC to track project milestones, objectives and benchmarks”. The HMIS Steering



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Committee meets on a bi-monthly basis – is the RFP requiring a monthly meeting, or will a bi-monthly that coincides with the current meeting schedule be acceptable?

Answer: A monthly meeting is a requirement of this RFP.

9. Question: Per Section: III.C.3.(a).i of the RFP states “Ensure - all levels of unrestricted access to data are provided to the funding agencies, including DMHAS, DOH and HUD staff”. Providing “unrestricted” access to HMIS data is a violation of HMIS privacy and security standards. Can you please clarify the intent of this statement?

Answer: Any documents, including but not limited to: HMIS privacy and security standards, contracts and Releases of Information will need to state that the funders will have unrestricted access to all data.

10. Question: Per Section III.C.3.(a).ii of the RFP states “Provide written instructions for providers on how to run the reports and how to identify and correct data quality problems that may be impacting validity of the performance data.” Would instructional videos be an acceptable form of documentation here?

Answer: Written instructions are the requirement of this RFP.

11. Question: Per Section III.C.3.(a).ii of the RFP states “Submit a plan to the CT HMIS Steering Committee for approval to achieve 100% HMIS coverage rates for each program component type;” Is this a creation of a plan, or the full execution of the plan?

Answer: Both creation of a plan and the full execution of the plan is a requirement of the RFP.

12. Question: Per Section III.C.3.(a).v of the RFP states “HMIS Orientation for End Users (maximum of 30 days after hire);” We have a system in place that offers all forms of training on, at a minimum, a monthly basis. Would that be acceptable to meet these criteria?

Answer: The requirement of the RFP is to have end users offered training within 30 days of hire.

13. Question: Per Section: III.C.3.(a).vi of the RFP states “Submission of accurate AHAR reports (HMIS Steering Committee responsible for final approval before HUD submission and Public Release);”

- a. The CT HMIS Steering Committee has never been responsible for AHAR submission approval – that is a responsibility and requirement of the CoCs. Does this mean that the CT HMIS SC will have to approve the AHAR submission before it goes to the CoCs?

Answer: Yes.

- b. 2017 was the last year for AHAR submission, and it is being replaced by the LSA (Longitudinal Systems Analysis). Can we assume that all contractual language around the submission of the AHAR will apply to the LSA moving forward?

Answer: Yes.



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14. Question: Per Section III.C.3.(b).ii of the RFP states “Resolve at least 80% of high priority requests within two (2) business days; Resolve at least 80% of medium priority requests within 5 business days; Resolve at least 80% of low priority requests within 7 business days;” Who sets the priority level of the requests, and will there be a guide for what request falls into the high/medium/low categories?

Answer: The CT HMIS SC will develop a guide regarding the high/medium low categories.

15. Question: Per Section III.C.3.(b).iii of the RFP states “Create a TA plan to expand individualized services to participating agencies. (CoC Governance Bodies responsible for approval of the plan). The plan should include the following:

- Expansion of current technical assistance and training to individual agencies and programs;
- Evaluation of service expansion and course correction, if needed;
- Assessment of support level needed for individual agencies;
- Prioritization of low performing agencies; and
- Support plan for moderate to high performing agencies.”

Is this a creation of a plan, or the full execution of the plan?

Answer: Both creation of a plan and the full execution of the plan is a requirement of the RFP.

16. Question: Per Section III.C.3.(b).v of the RFP states “Ensure reporting capability to describe the populations of interest and the extent of homelessness on a multitude of different levels including, but not limited to: agency, municipality, CAN, sub-CoC, CoC, and state-wide; We are seeking clarification as to what is meant by 'capability'. Is that just access to data? Access to certain data structures? Access to certain reporting tools?

Answer: The intent is to have the HMIS allow the different levels i.e.: agency, municipality, CAN, sub-CoC, CoC, and statewide funders have access to data and data reporting tools so that real time data can be viewed and used by each level.

17. Question: Per Section III.C.3.(b).v of the RFP states “Develop reporting tools to ensure each participating agency has the ability to run SPMs for their individual program(s) and agency;” Is the intent of this to allow the projects to be able to run reports that would allow them to show project performance that would impact the overall SPM report (example: exits to permanent destinations)?

Answer: Yes.

18. Question: Per Section III.C.3.(b).v of the RFP states “Ensure each CoC and CAN has the ability to run SPMs on an geographic basis;” Is the intent of this question to have the reports be able to be run by the HMIS lead entity, and provided to the geographic regions?

Answer: A designated CAN or CoC representative will need to have the ability to run SPM reports on a specific geographic basis.



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19. Question: Per Section III.C.3.(b).v and Section: III.C.3.(f).iv of the RFP states in Section: III.C.3.(b).v “Develop reporting tools to ensure each CoC and CAN has the ability to review SPMs performance on a component basis; e.g., all PSH for singles, RRH for families, etc”

RFP States Section: III.C.3.(f).iv: “Please describe your plan to create and implement the following:

- Develop reporting tools to ensure each participating agency has the ability to run SPMs for their individual program(s) and agency;
- Develop reporting tools to ensure each CoC and CAN has the ability to review SPMs on a geographic basis; and
- Develop reporting tools to ensure each CoC and CAN has the ability to review SPMs on a component and population basis; e.g., all PSH for singles, RRH for families, TH only, etc.”

The SPMs as outlined here (<https://www.hudexchange.info/programs/coc/system-performance-measures/>) are specified on a person basis. There are currently no available HMIS software solutions that have the ability to run the measures as specified in the RFP, and it will take a substantive amount of resources to program the report to run as outlined. Will there be additional resources made available in the RFP to accommodate this request, and will the funder provide the specification for the outputs they are seeking?

Answer: There will be no additional resources beyond the RFP. Outputs will be negotiated after awardee is selected.

20. Question: Per Section III.D.2 of the RFP states: (a) Proposals must contain an itemized budget. Is there a budget template we should use?

Answer: Please see attached budget template.

21. Question: Per Section IV – Proposal Outline, E.2.d asks for references – and again in the appendices Section G5. In which section should the reference letters be included?

Answer: The Letters of Reference may be submitted as part of the Appendices in Section G within the proposal outline.