



Deadline to submit questions about this RFP: March 9, 2022

Anticipated date Authority will post answers to questions: March 25, 2022

Do any of the member programs need RHYMIS, SSVF, or PATH reports created?

As of the date of this answer, no programs are currently in need of these reports but pursuant to the RFP the solution must meet the following criteria:

“Be a comparable database that meets all HMIS Data Standards and the minimum standards of VOCA, VAWA and FVPSA. This includes support for HUD Universal Data Elements, HUD Program Specific Data Elements, including those not commonly used by all VSPs (i.e., RHYMIS, SSVF, HOPWA); and CoC APR, ESG CAPER, and CE APR reports.

The database may include RHYMIS Export, SSVF Export, PATH Report. For the federal partner reports, HUD offers flexibility to the comparable database vendors. The comparable database only needs to program and generate the federal partner reports for VSPs with that program the funding sources.”

Will MCEDSV provide the security requirements or will each member program assess this on their own?

MCEDSV will provide the security requirements for the entire system. Our requirements will be based upon HUD, VOCA, VAWA and FVPSA security requirements.

The RFP makes no mention of HIPAA requirements. Many of the DV/SV Agencies we work with insist that any solution they work with is compliant with HIPAA security standards. Is that the case with the implementation of this solution as well?

If the proposed solution complies with VOCA, VAWA and FVPSA security requirements, that will be sufficient as those confidentiality requirements are more stringent than those of HIPAA.

If any participating agency is required to uphold HIPAA requirements, this solution will not need federal HIPAA compliance certification.

What authentication methods are required for this implementation?

Password authentication over HTTPS. If federal compliance requires 2 factor authentication in the future then it will need to be implemented but as of date of this the answer this is not the case.

Are you looking to allow the client's that MCEDSV serve to have access to limited data and/or access to client's portal?

No, MCEDSV will not have access to client's data. Individual client data will not need to be accessed from the clients themselves

Is there a predefined list of properties needed to be considered "customizable"?

It is unclear if this question is directed at the project level, or in the global configuration of the system.

The system should be able to customize forms and reports.

We would like the ability to create custom reports. Since HUD has a specific form they would like you to use it does not need to be customizable.

Will data transfers be limited to the current HUD defined HMIS CSV export? Will you provide expectations surrounding "instances" that cannot provide a HUD defined HMIS CSV.

Data transfer will include all program data, which includes VOCA/VAWA/FVPSA and HUD data.

A bidder could include a maximum amount of data that could be transferred as part of the bid, with an option for purchase of more.

The preferred solution will allow for importing case notes and plans, reporting and data for 7 years.

Can the vendor increase the cost for member programs with inflation?

Any cost increase shall not exceed 5% each contract cycle, length of contract to be negotiated. MCEDSV's preference is for a 5-year contract.

Will MCEDSV be the contracting entity and the primary point of contact for ongoing billing?

MCEDSV will be the contracting entity, the bill collector, and the primary point of contact.

If an enhancement is requested that is beyond the scope of the original requirements, will additional funds be allocated to handle that request?

Yes.

For the purpose of understanding the true ownership and licensing of the proposed Database SaaS Solution, would the "State of Michigan" under "MSHDA" own it or "MCEDSV"? In section (1. Services Sought by Authority) it states that MCEDSV was tasked by the Michigan State Housing Development Authority (MSHDA).

The solution will be owned by the vendor, the data entered into the system is owned by the users.

MCEDSV is a trustee/steward responsible for representing the interests of the members using the system but no ownership of the data – the data is theirs.

Please provide more information about the \$5,000 cap. Is this only for paying for ongoing “subscription” services to the SaaS program. You speak to 60 providers, but how many individual USERS are really needing access? What do you do if one provider only serves a few clients each year but another provider serves many more? How is the 5,000 truly equitable?

\$5,000 per year per program is equitable and has been approved by programs themselves and funders. A hypothetical bid could include x # of licenses but also must include cost of additional licenses.

Different members programs have differing opinions in the feedback sessions about how something should be implemented, will MCEDSV make the final call on which suggestion holds more value?

Yes, MCEDSV will make the final call as member programs will not know the needs of other programs.

You have outlined 2 phases (Phase 1 and Phase 2) and have included that Phase 1 will take a maximum of five (5) months to complete. What is that time frame based upon? What are your expectations of deliverables within those 5 months?

This timeframe is based upon the fiscal year. Our programs operate on an October-October fiscal year cycle and for budgeting purposes would like this to renew in October of each year.

If the build takes longer than 5 months, that is acceptable but from the time it is built/implemented a FULL YEAR of subscription service must be included as part of phase 2.

Will there be system admins at each member program to set up users, projects, funding sources, and services or will that be the responsibility of MCEDSV?

Yes, each member program will need to have a system admin.

Will each member program require an individual data migration? Will case notes, attachments, or other documents also need to be transferred? How does the Coalition anticipate transitioning data from legacy systems to the new database?

Yes, member programs will need to migrate data. MCEDSV can assist with guidance around formatting data so it will import properly.

Please define data transfer. Is your intention for the vendor to take data from an existing system(s) and import that data into the newly developed system for each member program? If so, what system(s) will the data be coming from? Will a data structure be provided for the system(s)?

Yes, member programs will need to migrate data. MCEDSV can assist with guidance around formatting data so it will import properly. It will be coming from multiple different databases.

If there are multiple systems to import from if we provide a standard method of the data structure for import, will that be acceptable?

Yes, member programs will need to migrate data. MCEDSV can assist with guidance around formatting data so it will import properly. It will be coming from multiple different databases.

Will there be any member programs that have multiple data sets to transfer in?

Yes, member programs will need to migrate data. MCEDSV can assist with guidance around formatting data so it will import properly. It will be coming from multiple different databases.

Is your expectation that there is a cap for support time per program?

MCEDSV could be given bulk hours to allocate to individual programs as it determines programs needs and equity.

How many individual client records per program?

This is impossible to estimate.

How many total columns (fields) and rows of data per program?

Again, this is not possible to estimate.

What format will the data be in? Can it be Excel or CSV files?

Yes, it needs to be able to be exported as a CSV.

How clean is the data? Is your organization able to assist with data cleaning prior to upload?

Unknown. Yes, we can assist with guidance on how to clean data for import.

What would be the entire individual user count for your site, with all 60 programs included? For clarification, we designate a user as any one of your staff members that would require access to inputting individual client information, tracking program/service delivery, or would need to create reports from data that had been collected. The clients you serve are not considered users and you can have an unlimited number of them. (Social Solutions)

Approx. 60 instances, 60-100 systems admins, 500-600 users
ESTIMATED.

This could be more or less depending on the number of programs that opt in to using this system. This will not be determined until a vendor is selected and programs will have the option to join, or not.

If your bid includes a maximum total # of users, please include that along with a price per user beyond what your bid accounts for.

For the question that mentioned “volunteers or other non-agency users” having access to the system, how many volunteers/non-agency users are you anticipating on a per program basis and at what capacity are you hoping for them to access the system? Are there specific forms or assessments you are wanting them to have access to?

This number will vary per instance, but for the purposes of this bid you can assume 3 per program.

Our pricing model is based on bulk price per user, which gives you the freedom to divvy up licenses to each program as you see fit. If we provide bulk annual pricing within your \$300,000 annual budget (60 programs x \$5,000 per program annually), would that be sufficient for your \$5,000 / program budget?

This is acceptable.

In section (E-1: Price Proposal & Budget/ Price Proposal); it states that “No price changes will be permitted.”. If during the discovery and build out phase of the SaaS solution; MCEDSV requests for a change order that is clearly outside the agreed scope of work. Would a price change be acceptable then based on the new requirements?

Yes.

What existing data systems are used by MCEDSV member programs?

Including, but not limited to, EmpowerDB, Apricot Social Solutions, CaseStream, Osnium, Excel, Awards VSP, iCarol, Salesforce.

Can we get a geographic listing of all 60 programs?

<https://mcedsv.org/provider-directory/>

Please note 60 is an estimate, we will not know the exact number of instances until the build-out.

Are any of the 60 programs connected via a VPN?

We would like the ability to access the software over VPN. However, the 60 programs are not connected to each other via VPN

In regards to the technology makeup within the 60 programs, is the overall technology environment primarily PC based or mixed with PC, Mac, or Chromebooks?

Primarily PC based.

Before a final decision is made on the RFP, are you looking to view a LIVE demo of a comparable SaaS solution developed by vendor?

Yes. 30-minute demonstrations will be scheduled for April 11th and 12th. Following the demonstration, MCEDSV may submit up to 5 follow-up questions to the vendor. The vendor will respond within 7 days of those questions and may submit an additional 5 questions to MCEDSV. Answers to all vendor follow-up questions will be published and can be used by vendors to determine their suitability for the project.