



Carrie Eklund
Central Services Manager
Finance Department

**INVITATION TO BID
HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)
BID NO.: 1211-HS-129**

12/9/11

Name of Bidding Firm: _____

Address _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

E-Mail: _____

Bid Opening Time and Date 11:00 a.m., Local Time, Thursday, December 29, 2011

Bids will be accepted until the specified opening time and date. Any bidder attempting to deliver after the opening time and date will be refused.

Bid Deposit/Bid Bond: NO
Prevailing Wage NO
Performance Bond: NO

PLEASE MARK THE RETURN SEALED ENVELOPE:

1. Bid Opening Date and Time
2. Title of Job
3. Bid Number

RETURN BIDS TO:

City of Rockford
Central Services Manager
425 East State Street, 4th Floor
Rockford, Illinois 61104
Telephone: (815) 987-5560

BIDS SUBMITTED BY FASCIMILE OR E-MAIL WILL NOT BE ACCEPTED

BID RESULTS:

Bid results may be obtained by telephone at (815) 987-5560, by fax at (800) 380-7174, or at www.rockfordil.gov

CITY OF ROCKFORD, ILLINOIS—BIDDING GENERAL CONDITIONS

1. Pricing. The bidder shall insert price for all bid items and all other information requested in these specifications. The price shall be the *full, delivered cost* to the City of Rockford with no additions.
2. Total versus “Per Item” Awards. The City generally awards contracts based on a lump sum basis to the lowest responsible and responsive bidder. However, the City may choose to award on a per item basis. Therefore, each bidder must submit pricing for each item indicated on the bid forms. Bidders must clearly indicate which items are bid and which are not.
3. Delivery of Merchandise. Delivery terms will always be Freight On Board (FOB)—Destination. The City of Rockford accepts no responsibility for the condition of any merchandise purchased prior to acceptance by City Personnel. Failure to comply with this requirement may constitute rejection of the bid.
4. Acceptance of Merchandise at Delivery. The City of Rockford reserves the right to refuse acceptance of delivered merchandise that differs substantially from the specifications in this invitation to bid or as otherwise permitted by Illinois law.
5. Prompt Payment Act. The City of Rockford intends to comply with the governmental prompt payment act. The awarded vendor will be paid upon submission of invoices to: City of Rockford Accounts Payable, 425 East State Street, Rockford, IL 61104.
6. Legal Compliance. The vendor awarded this contract will comply with all Federal, State, County, and City laws, ordinances, rules and regulations, which in any manner affect the product or service placed for bid herein. Lack of knowledge on the part of the awarded vendor of applicable law will in no way be cause for release of this obligation. If the City becomes aware of violation of any laws, ordinances, rules and regulations on the part of the awarded vendor, it reserves the right to reject any bid, cancel any contract, and pursue any other legal remedies deemed necessary.
7. Legal Requirements. This contract sets forth the entire final agreement between the City of Rockford and the bidder and shall govern the respective duties and obligations of the parties. The validity of this contract, and any disputes arising from the contract, shall be governed by the laws of the State of Illinois. Any litigation under this agreement shall be resolved in the trial courts of Winnebago County, State of Illinois. Should a provision of this contract be declared invalid by a court of competent jurisdiction, it shall not affect the validity of the remaining provisions of the contract.
8. Safety. Prevention of accidents at any project is the sole responsibility of the awarded vendor and its subcontractors, agents, and employees. The awarded vendor, its subcontractors, agents, and employees shall be fully and solely responsible for the safety of this project. The awarded vendor shall retain exclusive and direct control over the acts or omissions of its subcontractors, agents and employees, and any other persons performing portions of the work and not directly employed by the awarded vendor.
9. Criminal Background Check. When necessary for the protection of citizens and/or City staff, the City may require an awarded vendor to conduct a criminal background check on all of its personnel who will have direct contact with City facilities or residents/businesses served under this contract. Personnel are defined as representatives, agents, employees, subcontractors, or anyone else who will be utilized to fulfill obligations under this contract. Criminal background checks, at a minimum, shall consist of a county level felony and misdemeanor

check for each county in which the personnel resided in the last 10 years. The awarded vendor shall notify the City of any of its personnel who have been convicted of a felony or misdemeanor prior to commencing any work under this contract. At the City's discretion, personnel with any felony or misdemeanor convictions which raise a concern about the safety of building, property, or City staff/resident's personal security, or is otherwise job related (as determined by the City) shall not perform work under this contract. Once given notice that a background check(s) will be required, it must be completed within 14 calendar days so as to not delay work to be completed.

10. Control of the Work. With respect to the awarded vendor's own work, the City shall not have contractual, operational, and/or supervisory control over and/or charge of the work and shall not be responsible for construction means, methods, techniques, sequences, procedures, and programs in connection with the awarded vendor's work, since these are solely the vendor's responsibility under the agreement. The City shall not be responsible for the awarded vendor's failure to carry out the work in accordance with the agreement's terms and conditions. The City shall not have control over and/or charge of acts or omissions of the awarded vendor, its subcontractors, and/or their agents or employees, or any other person performing portions of the work not directly employed by the awarded vendor. The awarded vendor shall be considered to be an "independent contractor" pursuant to Illinois law.

11. Bid Bond. When required on the cover sheet, a bid bond for not less than 5 percent of the bid amount must accompany all bids as a guarantee that if the bid is accepted, the bidder will execute and file the proper contract. A bank cashier's check, bank draft, or certified check equal to the amount specified is acceptable in lieu of a bid bond. Bid bonds of the two lowest firms will be retained until the contract is awarded.

12. Performance Bond. When required by the specifications herein, the awarded vendor shall furnish a performance bond equal to the amount of the contract, acceptable to the City, within 14 calendar days after notification of contract award. Failure to furnish the required bond within the time specified may be cause for rejection of the bid and any bid deposit may be retained by the City as liquidated damages and not as a penalty.

13. Taxes. No charge will be allowed for taxes from which the City of Rockford, Illinois is exempt. The City of Rockford, Illinois is not liable for the Illinois Retailers' Occupation Tax, the Service Occupation Tax or the Service Use Tax. The City is exempt from the Federal Excise and Transportation Tax.

14. Withdrawal of Bids. Firms may withdraw or cancel their bids at any time prior to the advertised invitation to bid opening. After the opening time, no bid shall be withdrawn or cancelled. All bids shall be firm and valid for a period of sixty (60) calendar days. If a bidder to whom a contract is awarded refuses to accept the award, the City may, at its discretion, suspend the bidder for a period of time up to three (3) years.

15. Subcontracting. The bidder shall provide information for all subcontractors, leased operators/equipment, and suppliers and all other information requested in the Subcontractor and Supplier Detail Forms attached. Requests for deviations from the completed detail forms submitted must be made in writing, and reviewed and approved by the City's Diversity Procurement Officer and the Central Services Manager or designee. The awarded vendor may not subcontract any portion of the contract after award without written consent of the City of Rockford Central Services Manager. When subcontractors are used, the awarded vendor is required to pay subcontractors promptly after completion of work. Delay of payment is prohibited.

16. Termination of Contract. The City of Rockford reserves the right to terminate the contract in its entirety or in portions, upon written notice to the awarded vendor, if the Rockford City Council does not appropriate sufficient funds to complete the contract or in the event of default by the awarded vendor. Default is defined as failure of

the awarded vendor to perform any of the provisions of this contract or failure to make sufficient progress so as to endanger performance of this contract in accordance with its terms. In the event of default, the City may purchase the product(s) and/or service(s) from other sources and hold the defaulting company responsible for any excess costs occasioned thereby. The City may require payment of liquidated damages for non-performance. Should default be due to failure to perform or because of a request for a price increase, the City reserves the right to remove the firm from the City's bidder list for a period of up to three years.

17. Late Bids and Proposals. Regardless of cause, late bids and proposals will not be accepted and will automatically be disqualified from further consideration. It shall be solely the vendor's risk to ensure delivery at the designated office by the designated time. Late bids and proposals will not be opened and may be returned to the awarded vendor at their request and expense.

18. EEO Forms. Each firm shall be required to submit with its bid information all EEO forms included in the invitation to bid package. Any bid which fails to include the properly completed compliance items will not be read and will not be considered. All subcontractors shall also be required to comply with the same EEO forms as the firm.

19. Restrictive or Ambiguous Specifications. It is the responsibility of the bidding firm to review the invitation to bid specifications and to notify the Central Services Manager if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or invitation to bid procedures must be received by the Central Services Division not less than seventy-two hours prior to the time set for the opening. In the event a contract term is not defined within the contract document, the term will be given its ordinary dictionary definition.

20. Bid Protest. Firms wishing to protest bids or awards shall notify the Central Services Manager in writing within 7 days after the invitation to bid opening. The notification should include the bid number, the name of the firm protesting, and the reason why the firm is protesting the bid. The Central Services Manager will respond to the protest within seven (7) calendar days. A successful protest may result in the reversal of a previously awarded contract.

21. Disputes. In case of disputes as to whether or not an item or service quoted or delivered meets specifications, the decision of the Central Services Manager, or authorized representative shall be final and binding to all parties. The Central Services Manager has the right to waive technicalities as they see fit. The Central Services Manager may request a written recommendation from the head of the department using the equipment or service being procured.

22. Exceptions. Any deviations from these specifications shall be noted and submitted with the bid. Failure to address deviations from specifications may result in bid rejection.

23. Acceptance/Rejection of Bids. The City of Rockford reserves the right to accept or reject any or all bids or proposals at any time, for any reason, including but not limited to the Rockford City Council not appropriating sufficient funds to purchase equipment or complete the contract. The City may make awards in any manner deemed in the best interest of the City.

24. Prevailing Wage. When indicated on the cover page of this document, this contract calls for the construction of a "public work," within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/.01 *et seq.* ("the Act"). The Act requires awarded vendors and subcontractors to pay laborers, workers, and mechanics performing services on public works projects no less than the "prevailing rate of wages" (hourly cash wages plus fringe

benefits) in the county where the work is performed. When required, awarded vendors are responsible for paying current prevailing wage rates, as posted on the Illinois Department of Labor's website at: <http://www.state.il.us/agency/idol/rates/rates.HTM>. It is the awarded vendor's responsibility to verify current wage rates, as they are updated monthly. All awarded vendors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage, notice, and record keeping duties.

25. Certified Payroll. All Certified Payroll reports required to be submitted under the Prevailing Wage Act, 820 ILCS 130, must be submitted monthly via email, in Excel or some format compatible with Excel, to certified.payroll@rockfordil.gov.

26. Substance Abuse Prevention. When required by Illinois State Statutes, awarded vendors must have in place and file with the City a written program for prevention of substance abuse among its employees. This program must include pre-hire, random, reasonable suspicion, and post-accident drug and alcohol testing, as required by the Substance Abuse Prevention on Public Works Projects Act.

27. Apprenticeship Requirement. For construction contracts over \$50,000, awarded vendors must participate in apprenticeship and training programs approved and registered with the United States Department of Labor's Bureau of Apprenticeship and Training for all Trades that will be in the awarded vendor's (or his subcontractor's) employment, with each worker receiving the required apprenticeship/training appropriate to his trade. Owners or work performed by owners is not exempt from the apprenticeship and training requirement.

28. Indemnification. To the fullest extent permitted by law, the awarded vendor shall indemnify and hold harmless the City, its officers, representatives, elected and appointed officials, agents, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from the awarded vendor's performance of work under this agreement, and indemnifies and agrees to defend and hold harmless the City against any and all losses, claims, damages, and expenses arising from the work performed hereunder of the erection, construction, placement, or operation of any scaffold, hoist, crane, stay, ladder, support, or other mechanical contrivance in connection with such work including but not limited to losses, claims, damages, and expenses arising pursuant to claims asserted against the City pursuant to theories premised upon section 414 of the Restatement (Second) of Torts and section 343 of the Restatement (Second) of Torts.

This indemnification agreement shall not be limited in any way by any limitations on the amount or type of damages, compensation, or benefits payable by or for the awarded vendor under Worker's Compensation Acts, disability benefit acts, or other employee benefit acts, and serves as an express agreement to waive the protection of *Kotecki v. Cyclops Welding Corp.*, 146 Ill.2d 155, 585 N.E.2d 1023 (1991) in Illinois.

Further, the awarded vendor agrees that it is solely responsible for compliance with all safety laws applicable to the work performed hereunder, including but not limited to the Occupational Safety and Health Act of 1970 and the Construction Safety Act of 1960 and all standards and regulations which have been or shall be promulgated by the agencies which administer the Acts.

Under no circumstances shall the awarded vendor, its subcontractors, agents, and employees be required to indemnify the City for its own negligence.

29. Officers. Each bidder affirms, by submission of a response to this bid or request for proposals, that no officer of the City of Rockford, Illinois, is directly or indirectly interested in the proposal for any reason of personal gain.

30. Non-Waiver. The failure by the City to require performance of any provision shall not affect the City's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this contract constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

31. Professional Services Selection Act. The City of Rockford intends to comply with 50 ILCS 510/5 governing the selection of professional services. Any reference in these terms and conditions to supplying pricing or price as a determining factor in selection do not apply for services covered by said act.

32. The City of Rockford reserves the right to accept or reject any and all proposals and to waive technicalities in submitted bids.

**BID REQUIREMENTS FOR
EQUAL EMPLOYMENT OPPORTUNITY**

All bidders seeking to do business with the City of Rockford are **REQUIRED** to submit with any formal, sealed bid all of the following documents and information, attached herewith, completed and signed:

1. Equal Employment Opportunity Affirmative Action Plan Statement of Policy.
2. The Statement of Non-Compliance and Certificate of Non-Segregated Facilities.
3. The Contractor or Vendor Workforce Data Form listing all current employees, by classification, directly employed by the bidder. All categories of information requested must be supplied.
Note: The number of employees must be entered under each category (no check marks)

Below are the Federal definitions of the following racial groups accepted as minorities by the City of Rockford:

Black: A person having origins in any of the Black racial groups of Africa, not of Hispanic origin.

Hispanic: A person of Spanish or Portuguese culture with origins in Mexico, South or Central America, or the Caribbean Islands, regardless of race.

Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes for example, China, Japan, Korea, the Philippine Republic and Samoa.

American Indian or Alaskan Native: A person having origins in any of the original peoples of North America.

4. Your State of Illinois Pre-Qualification Certification Number, issued by the Illinois Department of Human Rights for the Illinois Department of Human Rights Act, must provide expiration date entered in the place provided therefore.
5. Certificate of Non-Barred Bidding
6. All executed Subcontractor/Leased Operator and Supplier forms.

If you have not obtained your State of Illinois Pre-Qualification Number (item #4), by signing these documents you agree to make application for this number within 30 days from the date of bid opening.

ANY BID WHICH FAILS TO INCLUDE THE CITY OF ROCKFORD EEO PAGES 2, 4, AND 5, COMPLETED AND SIGNED WITH YOUR SEALED BID WILL NOT BE READ AND WILL NOT BE CONSIDERED – NO EXCEPTIONS.

Falsification of any required Equal Employment Opportunity or Affirmative Action information on the part of the bidder could result in rejection of the bid submitted or in the case where a contract has already been awarded, in the cancellation of said contract.

Any questions pertaining to E.E.O. requirements should be addressed to Ron Moore, Diversity Procurement Officer, Legal Department, 425 East State Street, Rockford, Illinois 61104, Phone: (815) 987-5622 or ron.moore@rockfordil.gov

EQUAL EMPLOYMENT OPPORTUNITY
AFFIRMATIVE ACTION PLAN
STATEMENT OF POLICY

It is the policy of this company, _____
to provide equal employment opportunity without regard to race, religion, color, national origin, handicap, age or sex through a program of positive action affecting all employees. In this program, our company carries out the requirements of Federal Executive orders 11246 and 11375, Civil Rights Act of 1964, Equal Employment Act of 1972, and all other applicable laws, and indicates its active support of the principle of equal opportunity in employment.

At present, _____ % of our work force are minorities and _____ % of our work force are females, and we will attempt to utilize minorities and females through a positive, continuing program in all jobs for which we contract in the future. Our company will utilize referrals from the City of Rockford's Diversity Procurement Officer for use of minorities and females regarding any future job vacancies.

It is also our intent to make efforts to purchase supplies or equipment from small business concerns located in the City of Rockford or counties of Winnebago or Boone and owned in substantial part (at least 51 per cent) by minorities or females.

_____ is the official who will be responsible for implementing this policy statement.

_____ will be designated as the Equal Opportunity Officer in our company, responsible for submission of all required equal employment opportunity documents.

In addition, _____ is hereby authorized to sign payroll as well as this company's officers. (NOTE: If only officers will be authorized to sign payrolls, please fill in "No One" in this space.)

STATEMENT OF NONCOMPLIANCE

If the equal employment opportunity hearing committee determines that a contractor, subcontractor/leased operator of equipment or bidder is not in compliance with this chapter, (also known as Chapter 11, Article III the City of Rockford Equal Opportunity Employment Ordinance), the hearing committee shall issue and serve upon such person a written statement of noncompliance setting forth the manner in which it finds such person has violated this chapter, and imposing and/or requiring appropriate sanctions, including, but not limited to any and/or all of the following:

- a. Denying, suspending or revoking qualifications, or declaring the contractor or subcontractor irresponsible and ineligible for future contracts or subcontracts until such time as the contractor or subcontractor shall demonstrate to the equal employment opportunity hearing committee that it is in compliance;
- b. Withholding or delaying payment on the contractor or;
- c. Suspending, avoiding or canceling contract work.

CERTIFICATION OF NON-SEGREGATED FACILITIES

The bidder certifies that he/she does not maintain or provide for his/her employees any segregated facilities at any of his/her establishments, and that he/she does not permit his/her employees to perform their services at any location, under his/her control, where segregated facilities are maintained. The bidder agrees that a breach of this certification will be a violation of the Equal Opportunity clause in any contract resulting from acceptance of this bid.

The bidder agrees that (except where he/she has obtained identical certification from proposed subcontractors/leased operators of equipment for specific time periods) he/she will obtain identical certification from proposed subcontractors/leased operators of equipment from the provisions of the Equal Opportunity clause, and that he/she will retain such certification in his/her files.

CERTIFICATE OF NON-BARRED BIDDING

The undersigned certifies that it is not barred from bidding on this contract as a result of a conviction for the violation of State laws prohibiting bid rigging or bid rotating. The undersigned also certifies that current or prospective employees, contractors, and subcontractors/leased operators of equipment are not listed as Excluded Individuals/Entities with the US Government, as maintained by the US General Services Administration.

By signing below, the firm agrees that all information provided in the previous pages is accurate, and that if the firm below does not currently have a Department of Human Rights number they will apply for one within thirty days with the State of Illinois.

Authorized Signature

Title

Firm

Our firm is a:

Minority Business Enterprise _____

Women Business Enterprise _____

Neither _____

City-Certified? Yes _____ No _____

City Certified? Yes _____ No _____

(Revised 12/21/09)

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

BID NO.: 1211-HS-129

Issued by:

City of Rockford

Human Services Department

and the Mayors' Task Force on Homelessness

612 N. Church St.

Rockford, IL 61103

Phone: 815-987-5741

e-mail: anne.wilkerson@rockfordil.gov

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APPENDIX II: SAMPLE REPORTS

QUESTIONS

Questions about the application should be directed to:
Anne Wilkerson, Financial Analyst
City of Rockford.
anne.wilkerson@rockfordil.gov

SECTION A

FORMS AND CERTIFICATIONS

APPLICATION CHECKLIST

Unless otherwise indicated, the following elements are required. Please confirm that all of the required information is included with the application.

_____ Application Summary Form

_____ Certification of Organizational Capacity

_____ IT Certification

_____ Vendor Certification

_____ Application Certification

_____ Narrative Summary

_____ Activity Details

_____ Functional Capabilities

_____ a) Work-around Response Attachment, as applicable

_____ Budget Forms and Narrative

_____ Payment Schedule

_____ Attachments

_____ a) One copy each of two most recent audits and management letters and Vendor's responses

_____ b) User logins and instructions for accessing system

_____ c) References

_____ d) Sample Release of Information form

_____ e) Minimum intake data entry requirements

_____ f) Training Needs Assessment tool

APPLICATION SUMMARY FORM – HMIS

Organization Name: _____

Contact Person and Title: _____

Address: _____

Telephone: _____

Fax: _____

E-mail address: _____

Web address: _____

Tax Identification Number: _____

Total number of years in established practice: _____

Total number of employees: _____

Total number of current clients: _____

Average length of service contracts: _____

Signature and Title of Authorized Official

Date

CERTIFICATION OF ORGANIZATIONAL CAPACITY

In completing this page, the Vendor is certifying that it has the fiscal and organizational capacity to handle a contract with the City of Rockford and a clean record in administering grants in the past. Any questions about this certification should be directed to the Human Services Dept. before the application is submitted.

	YES	NO
The Vendor has the fiscal capability to operate a program on a cost-reimbursement basis. (Approximate waiting time is 30 days after submission of invoice.)		
The Vendor has an adequate financial management system in place to produce effective control and accountability over all funds, property, and other assets covered by this proposal.		
The Vendor has an adequate financial management system in place to produce sufficient backup documenting costs for which reimbursement is sought.		
The Vendor has the ability to maintain sufficient books, records, document and files to be made available for review and audit.		
The Vendor has adequate facilities, equipment, and /or staff with the necessary areas of expertise to operate an effective activity.		
The Vendor has adequate internal management procedures and separation of duties to prevent fraud and abuse.		
The Vendor does not have any outstanding audit deficiencies or disallowed costs from previous programs or activities.		
The Vendor has never had to pay back funds to the federal government		
The Vendor or its principals has never been debarred or suspended by the federal government and the applicant is not the successor organization to one that was.		

VENDOR CERTIFICATION

1. With respect to this bid, the proposal and associated prices must remain valid until February 1, 2012, except for any price reductions that may occur during the interim.
2. The Vendor certifies the price(s) and amount of this proposal have been arrived at independently and without consultation, communication or agreement with any other Vendor or potential Vendor.
3. Neither the price(s) nor the amount of this proposal have been disclosed to any other company or person who is a Vendor or potential Vendor, and they will not be disclosed before the proposals are opened.
4. No attempt has been made or will be made to induce any company or person to refrain from submitting a bid, or to submit a bid lower than this bid, or to submit any intentionally low or noncompetitive bid. The bid of the Vendor is made 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 bid.
5. It is understood that the Vendor is an independent contractor in respect to its performance under this bid, and it shall assume all liabilities and responsibilities for losses of every nature and description and its non-compliance in connection with the service which can be attributed either directly or indirectly to the Vendor under this bid.
6. The Vendor agrees to indemnify, defend, and hold harmless the City, its agents and employees for or on account of any damages, claims or loss, including the cost of litigation or legal counsel resulting from the actions of the Vendor, its officers, directors, servants, employees, volunteers, contractors or successors in performance of the terms of this bid.
7. Vendor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which could conflict in any manner or degree with the performance of its services hereunder. The Vendor further covenants that in the performance of this bid, it shall not knowingly employ any person having such interest. The Vendor further certifies that no member of the board of the Vendor or any of its officers or directors has such an adverse interest.
8. No officer, member, or employee or agent of the City who exercises any functions or responsibilities under this bid shall participate in any decision relating to this bid which affects his personal interest in any corporation, partnership, or association in which he is directly or indirectly, interested; nor shall any such officer, member, or employee of the City have any interest, direct or indirect, in this bid or the proceeds thereof.

By:

Date

Signature

Name (Type or Print)

Date

CITY INFORMATION TECHNOLOGY COMPLIANCE CERTIFICATION

The Vendor agrees to comply with the following guidelines:

- 1 Any system installation and/or services must be subject to the review and approval of the City of Rockford's Information Technology (IT) Department and must be delivered/installed/implemented in compliance with the City's hardware and software, data, website, testing, and security standards. Any proposed deviation from these standards must be proposed to and reviewed and approved by IT. If a deviation from these standards is approved, Vendor must adhere to any stipulations with respect to the delivery, implementation, documentation and support of the system or service provided.
- 2 Must comply with the City's network security standards: Vendor will comply with any/all Security Specifications. Any security violations involving Vendor solution may mandate on-site, non-reimbursable support from the Vendor.
- 3 Must include virus protection software with any application being installed: Vendor agrees to certify application interoperability with City of Rockford standard Anti-Virus protection.
- 4 Documentation and product produced as a part of the project are the property of and must be turned over to the City: Vendor agrees that all notes, plans, analysis, design, training, procedures, and other documentation produced as a result of this project shall be delivered to and is the property of the City.
- 5 Proof of ownership of software for software licensing compliance: Vendor agrees to submit proof of ownership for software in the form of a copy of the Certificate of Ownership or letter on the firm's letterhead at the City's request for all copies of software provided as a part of this bid for implementation and operation of the system being delivered as a part of this bid.
- 6 Software escrow: Vendor will place Vendor's source code for all delivered and developed software for the computer system delivered under this bid in an escrow facility that the City will have legal right to obtain without charge should the providing company go out of business or fail to be able to support the software for any reason.
- 7 Lead oversight by the City Project Manager: Vendor agrees that the City's designated Project Manager will oversee the activities of the Vendor Project Manager with regard to project activities and how they are performed.
- 8 Detail information required for payment of invoice: Vendor agrees that specific documentation shall be provided with each Vendor's invoice as required by the City. In terms of software, detail must be provided of each component including quantity, make/model/version/release, warranty information, and cost per unit. In terms of staff resources detail information must be provided including the person's name, specific activity worked on, the time worked on that activity, the date of the activity, and the hourly rate for that person. All detail must be presented and be reconcilable to the amount invoiced.

- 9 Involvement of the City IT department and/or its staff in any project activity that City deems required: Vendor agrees that the City staff can participate in any project activity, meetings and work sessions the City deems required.
- 10 Escalation and support procedures, and responsibilities in place: Vendor agrees that system support policies and procedures, system responsibility agreements, system hardware, operations, software and application documentation, and escalation protocols will be developed and provided as required by the U.S. Dept. of Housing and Urban Development and that such items will be considered as delivered upon final acceptance by the City.
- 11 Where applicable compliance with Healthcare Insurance Portability and Accountability Act (HIPAA), Criminal History Record Information Act (CHRIA) legislation required (when appropriate): Vendor agrees that all work products, including computer system technical and application deliverables, data transaction processing systems, procedure and processing documentation, work flow design and/or process recommendations, and other work performed as a part of this bid shall be delivered in compliance with HIPAA rules and CHRIA Legislation
- 12 Maintain all supplied software products at current versions including patches and fixes: Vendor agrees that all supplied software products will be maintained/ upgraded on a timely basis to current, supported versions as required by the City. In addition, all vendor supplied patches and fixes will be applied by the Vendor as deemed necessary by the City. Testing of all patches, fixes and upgraded versions of software will be coordinated with the City.
- 13 Database Application system documentation requirements: Vendor agrees to supply metadata documentation in the form of data dictionaries, entity relationship diagrams, and workflow process diagrams if/when requested by the City. Vendor agrees to provide a data dictionary in the format specified by the City for all database components.
- 14 Vendor agrees to provide system, application and operational documentation as required by the City. In addition, in the case of delivery of specifications for any functional capability that must be signed off on by the City, such specifications will be provided in a form that the end user can read and understand in layman's terms the functional presentation and flow. Prototyping is encouraged. The provision of detailed programming specifications by the Vendor will not be considered appropriate for City user sign-off purposes.

By:

_____ Date

_____ Signature

_____ Name (Type Or Print)

_____ Title

SECTION B BACKGROUND INFORMATION

Intent of Specifications

The intent of the attached specifications is to provide a “Homeless Management Information System,” also known as HMIS, which meets or exceeds all of the Mayors’ Task Force on Homelessness needs as outlined in this bid. All deliverables will be approved by the City of Rockford.

Type of Proposal

This request is subject to a competitive bidding process and any contract entered into as a result of this bid, will be based on the concept of the “lowest responsible bidder.” Furthermore, the City has the right to reject any and all proposals, which may be submitted. The Vendor’s response to this bid must comply with the HMIS Data and Technical Standards, Final Notice, Federal Register, Volume 69, No. 146 as published on Friday, July 30, 2004 and any and all subsequent HUD notices.

Soliciting proposals does NOT commit the City to accept the proposal. All agreements are subject to the approval of the Rockford City Council.

Purpose

The City of Rockford Human Services Dept. is issuing this bid with technical assistance provided by the City of Rockford Information Technology Department. They will manage and coordinate the selection of an HMIS for the Rockford/Boone/Winnebago Counties continuum of care. The continuum of care agencies provide housing and supportive services to homeless persons in Rockford/Boone/Winnebago Counties. The City of Rockford Human Services Dept. administers Federal, state, and local funding for affordable housing, homeless assistance, and economic development. Information Technology is the City of Rockford government department responsible for the development, maintenance standards and support of the City of Rockford automation. This includes computer hardware, software and services for all administrative and operational components of the City of Rockford.

There are currently 715 emergency, transitional and permanent supportive housing beds in Rockford/Boone/Winnebago Counties. 100% participation is expected for the HMIS. There will be approximately 100 users throughout the continuum.

The chosen HMIS will be used by local agencies and/or City departments (users or seats) with additional users in subsequent years. The local providers are in the city and townships throughout Boone and Winnebago Counties.

An HMIS User Group researches available systems that meet HUD criteria, to evaluate the cost effectiveness of, and to seek funding for implementation of a HUD-approved computerized data collection system. Additionally, the HMIS User Group will provide a long-term role in its capacity as an Advisory Board for future usage and expansion of the City’s HMIS program.

The HMIS User Group has identified two objectives to be accomplished:

To utilize a computerized tracking system that will capture unduplicated client-level system-wide data on the characteristics and service needs of persons experiencing homelessness in

Rockford/Boone/Winnebago Counties.

To have a simple, user friendly and accurate reporting system for the Annual Progress Report (APR), Housing Inventory County (HIC), Point in Time count (PIT) and other HUD reports.

The introduction of a continuum-wide HMIS will provide the following improvements and benefits:

Efficient needs assessment analysis:

The provision of a centralized database containing all available homeless resources (providers, numbers of beds, case management services, etc.).

The provision of uniform client intake and tracking procedures that provide a basis for the assessment of needs and the ability to capture change over time.

The ability to assess service gap needs across the continuum.

The ability to track the goals and outcomes of service providers, thus eliminating duplicate reporting of clients and the duplication of services provided throughout the continuum.

Efficient service coordination among providers:

The assessment of benefits eligibility leading to more efficient, streamlined referrals among service providers.

Coordination of case management services among providers, both internally among agency programs and externally throughout the many service providers within Boone and Winnebago Counties.

Tracking services provided to clients and the ability to follow-up on the delivery of services, thus assuring that no client falls through the cracks.

Tracking client outcomes, whether still homeless or working towards self-sufficiency.

Resource allocation through analysis of data:

HMIS will help identify service gaps by highlighting areas of need that may require additional financial resources.

Financial and programmatic reports will be prepared easily and accurately by using an HMIS. Efficient reporting methods will allow funding agencies, HUD, advisory boards and other stakeholders to allocate resources towards programs and activities as needed.

Project Schedule

The following Project Schedule is a tentative proposed schedule and represents expectations that the system will be ready and operating in a production environment by March, 2012. The City is interested in the Vendor's approach to implementation and this issue will be addressed in detail in the Activity Details section.

ACTIVITY/TASK	COMPLETION TARGET DATE
1. Selection of Vendor through bid process	December 2011 – January 2012
2. Complete selection of HMIS software	January 2012
3. Purchase hardware/software for participants of the HMIS	January 2012 – February 2012
4. Training/technical assistance for all HMIS project participation	January 2012 – March 2012
5. Testing	
6. Launch HMIS program	March 2012

SECTION C GENERAL TERMS AND CONDITIONS

This bid request provides interested Vendors with sufficient information to enable the preparation and submission of proposals and prices for the City of Rockford HMIS. The services and system must include all software required to perform the applications described in this bid.

1. **Proposal Submission.** Each proposal must be submitted as an original hardcopy, with two (2) additional copies. The proposal should be signed by an officer or manager authorized to bind the Vendor to its provisions.
2. **Communication and Inquiries.**
 - a. All communication and inquiries will be directed to **Anne Wilkerson, Financial Analyst via telephone at (815) 987-5741 or electronic mail at anne.wilkerson@rockfordil.gov.**
 - b. No verbal instructions or information to bidders will be binding. The specifications will be considered clear and complete unless written attention is called to any apparent discrepancies or incompleteness thereof, by December 16, 2011.
3. **Incurred Costs.**

The City will not be held liable for any Vendor costs incurred for the preparation of any Vendor response to this bid, or for any other costs incurred prior to the execution of a contract between the Vendor and the City. Vendors should ensure that all costs, communication/connectivity, software, installation, training, shipping, travel, demo prior to selection, etc., are included in the bid. No monies will be paid to the successful Vendor other than those expressly stated in the executed contract.
4. **Transfer of Work.** The Vendor shall not transfer, assign or sublet any portion of the work covered by these specifications without written consent of the City.
5. **Employment Eligibility.** Responsibility under the Immigration Control and Reform Act of 1986 for verification of identity and employment eligibility in connection with Vendor's own agents/servants, workers and employees, is assumed and continues to be assumed and complied with by the Vendor.
6. **Employee Civil Rights.**
 - a. The Vendor agrees to comply with all applicable state and Federal laws, regulations, procedures, and orders which protect the civil rights of employees, job applicants, and recipients of services.
 - b. The Vendor expressly agrees to comply with Titles VI and VII of the Civil Rights Act of 1964, as amended, and all other applicable Federal, state, and/or local laws, ordinances, rules, regulations, and orders prohibiting discrimination in hiring or employment opportunities.
7. **Applicable Statutes.** The Vendor has the responsibility and obligation to become aware of and comply with all statutes, rules and regulations applicable to this bid and the provision of services
8. **Conflict of Interest.**

a. Vendor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which could conflict in any manner or degree with the performance of its services hereunder. The Vendor further covenants that in the performance of the bid, it shall not knowingly employ any person having such interest. The Vendor further certifies that no member of the board of the Vendor or any of its officers or directors has such an adverse interest.

b. No officer, member, or employee or agent of the City who exercises any functions or responsibilities under this bid shall participate in any decision relating to this bid which affects his personal interest in any corporation, partnership, or association in which he is directly or indirectly, interested; nor shall any such officer, member, or employee of the County have any interest, direct or indirect, in this bid or the proceeds thereof.

9. **License Agreements and Warranties.** The Vendor should provide sample copies of license agreements, standard maintenance agreements and warranties with the responses to this bid. The Vendor and the City will mutually agree upon final warranties.

10. **Evaluation Criteria and End User Testing.** The Evaluation Criteria that follows will be used to evaluate the Vendor's systems and services and to assess its relative, competitive position. Functional and technical requirements, as outlined in this bid, must be met to qualify for further consideration. The HMIS User Group comprised of City staff, City technical staff, and system users will determine how each proposal meets the requirements. Each Vendor's system will be run through a demonstration by at least five (5) end users. The HMIS User Group will then evaluate each proposal to determine the best product for the needs of the Rockford/Boone/Winnebago Counties system.

11. **Acceptance Testing.** Following the installation of the standard HMIS applications and necessary infrastructure by the Vendor, the City staff will conduct an acceptance test, based on criteria developed by the City and the Vendor, to verify acceptable operation of all components of the system. The test should also demonstrate the adequacy of Vendor data conversion processes. All subsequent testing, debugging, and error corrections related to such software and/or hardware supplied by the Vendor, and communications/connectivity facilities should be at the expense of the contracted Vendor. All application programs must be functionally demonstrated to ensure proper installation and to confirm functional capability representations made by the Vendor in order to constitute acceptance.

12. **Form of Contract.** The successful Vendor will be required to execute a written contract with the City of Rockford within (30) days after notice of acceptance of this proposal. In the event the successful Vendor fails or refuses to execute a formal contract within (30) days of receipt, the Letter of Acceptance of the proposal may be revoked, and all obligations of the City in connection herewith may be cancelled.

13. **Payments.**

a. Payment will be made monthly. A payment schedule will be included in the final contract.

b. The City will not make any advance payments.

c. Detailed invoices must be forwarded to the City representative. If the invoice is correct and is

for work completed to the satisfaction of the City, payment will be made within thirty (30) days after receipt of the invoice by the City.

d. All work required under the contract must be completed to the satisfaction of the City.

14. Insurance and Taxes.

a. The City of Rockford is exempt from Federal excise taxes and Illinois sales taxes, as a political subdivision of the State of Illinois. Net prices as shown in the proposal shall exclude such Federal and state tax amounts.

b. The Vendor shall perform its services under this bid as an independent Vendor and shall insure, as they may appear, the interests of all parties to this bid against any and all claims which may arise out of the Vendor's operations under the terms of this bid.

15. Audit and Management Letter. The Vendor shall provide the City with one (1) copy each of its two most recent audits, including copies of the auditor's management letters and the Vendor's responses.

16. Evaluation Criteria. In addition to judging each Vendor's ability to meet the required application functions and technical operating requirements, the evaluation will include:

a. Costs (one-time acquisition and projected implementation, continuing operation and maintenance, overall)

b. Practicality of Vendor approach

c. Compliance with HUD final guidelines and HUD standards regarding system updates

d. Compliance with industry standards

e. Upward compatibility with system software releases

f. Maintaining current systems software and operating system releases necessary to support the application software

g. Innovation and initiative of Vendor within application software

h. Application expansion capability and adaptability to future needs.

i. Modification Issues

j. Vendor response time, response quality

k. Accuracy and level of comprehension of the application and technical requirements and environment as stated in this document

l. Reliability and efficiency of proposed software

- m. Data conversion processes
- n. Training and implementation support, additional training and support
- o. Vendor financial condition and strategic plan
- p. Vendor internal systems controls and disaster recovery planning
- q. Compliance with Federal HIPAA standards
- r. Demonstrated ability to grow product as technology changes
- s. Foreign language capabilities

- t. End user group testing by at least five (5) end user participants

17. **Customer Reference Review.** At the City’s discretion, some of the Vendor’s reference customers will be asked to assist with the rating of the Vendor’s software capabilities and responsiveness to customer requests and queries. The areas which could be addressed include, but are not limited to:

- ~ Overall satisfaction (Vendor, staff, service, software)
- ~ Effectiveness and efficiency of software
- ~ Ease of installation and time frames
- ~ Quality and quantity of technical support
- ~ Documentation quality
- ~ Training services provided
- ~ Maintenance costs and license renewal history
- ~ Expected versus actual performance
- ~ Modifications: advance knowledge of time, need, costs
- ~ Scope of required modification, percentage of overall system
- ~ Level of service, response time of service staff, and quality of responses
- ~ Emergence of any hidden costs
- ~ Complexity and process for implementing new software release
- ~ Quality Assurance and Testing Performance

18. **Contract Period (with Option to Extend).**

- a. The period of the contract shall be for **three (3) years from the date the City accesses U.S. Department of Housing and Urban Development (HUD) funds.** The contract may, by mutual written assent of the parties, be extended for up to an additional three years, subject to additional funding from the U.S. Department of Housing and Urban Development.

- b. Should the City desire to exercise this option, written notification shall be given to the Vendor prior to the expiration of the contract. The Vendor must respond within 15 days from said notification, including proposed price adjustments, if any.

c. In the event of pricing changes due to changes in prevailing costs of labor and materials, the Vendor may submit a request for price adjustments in line with these changes for the duration of the contract extension.

d. The City reserves the right to accept or reject said proposed adjustments. Should the City reject said proposed adjustments, or if the Vendor does not respond within the prescribed 15 days, the contract will automatically expire at the end of the contract period.

19. Failures to Meet Contract Commitments.

If the Vendor fails to meet the commitments identified in the contract between the City and the Vendor, the City may exercise its right to terminate the contract.

20. Availability of Appropriated Funds.

The Vendor understands that any and all payments due from the City, as required under the terms of a Contract, are contingent upon the availability of **Supportive Housing Program Funds from the U.S. Department of Housing and Urban Development.**

21. System Backup and Recovery

- ~ The proposed system will have a zero tolerance for data loss.
- ~ Consideration must be given to complete audit, identification and recovery of all data from electronic restoration to reentry of source documents and data.
- ~ The system must support system and database reconstruction routines.
- ~ The system must include features that can adequately support development of disaster recovery procedures to ensure system integrity.
- ~ Documentation specific to backup and restoration procedures must be part of the solution.

22. Requirements for Application Design Characteristics

~ The proposed system must be designed in a modular fashion so as to minimize the impact should any one piece of the technology be lost or if the company providing the technology stops support or requires a major upgrade to its products. Specifically, the following technology pieces must be easily upgradeable or changeable without a massive impact to the system:

- ~ Database
- ~ Application programming language
- ~ Network operating system
- ~ Client operating system
- ~ Image support software

23. System Availability

- ~ Downtime due to server hardware failure is not acceptable as this is a mission critical application. The responding Vendor may propose a method for ensuring high availability. The proposed system configuration must not adversely impact system performance. The Vendor may propose the solution that best compliments the application software.
- ~ The proposed system must provide automatic error detection and fail-over capabilities, and have the ability for fail-back restoration. Recovery from a failure (i.e. restoring redundancy) must not impact performance.

SECTION D NARRATIVE SUMMARY

The system features identified below are important to the Mayors' Task Force on Homelessness HMIS. Please describe in the response, using a number by number format, how the system addresses the following topics. Vendors may be asked to demonstrate these capabilities during a system presentation and discussion meeting.

1. System Configuration.

- a. Given the information presented about the Mayors' Task Force on Homelessness and the continuum hierarchy, dispersion and size, identify how the solution would best be configured.
- b. Describe recommended configuration scenarios.

2. Enterprise Computing.

- a. Explain how the system will conform to open database access requirements, and allow the use of standard data query and manipulation languages.
- b. Explain how the HMIS will be able to export (download) data in ASCII delimited or SDF format; Access and Excel would be preferred.

3. Date Sensitivity.

Describe the system's capability to append data with future effective dates for on-line processing and reporting.

4. Workflow.

Provide a detailed description of the workflow capabilities as it pertains to the following:

- a. Staffing
- b. Software

5. Reporting.

The HMIS must abide by Annual Progress Report (APR), Annual Housing Assessment Report (AHAR), Housing Inventory Count (HIC) and Point in Time count (PIT) standards required by the U.S. Department of Housing and Urban Development.

- a. Provide samples of the standard and customized reports the system generates, including those that flag data exceptions. If these can be modified, illustrate how this can be done using the report writer.
- b. Describe and demonstrate the report writing capabilities with particular emphasis on both its ease of use and the ability to use the same report with different selection and sorting capabilities. Demonstrate point-in-time reporting.
- c. Describe how the system will facilitate the need for user generated ad hoc reporting capabilities.

6. Technical and Data Standards.

- a. Describe in detail the capabilities relative to defining screens and menus, defining new data

elements, generating reports that can access new data elements and generating custom edits.

b. Explain system navigation.

c. Describe how the system complies with HMIS Data and Technical Standards, Final Notice, Federal Register, Volume 69, No. 146 as published on Friday, July 30, 2004 and all notices issued hereafter.

7. Security.

a. Describe how the system complies with HUD security requirements.

b. Show how levels of security are defined within the system. It must support multiple user security levels, including table, group and field. The system should allow remote user to access the system or the database server with appropriate authorization.

c. Identify the level of security that can be set up (e.g., screen level, function level, data element level).

d. Provide a demonstration of the software's audit trail capability, including tracing entries by date, transaction code, and user ID.

e. Provide samples of reports the system generates. Note: Locations/regions should have access to location/region-specific information only, while City staff will have access to continuum-wide data.

f. Discuss corporate policies pertaining to disaster contingency plans, including Vendors used, testing process and results of the most recent disaster recovery test.

8. HIPAA Compliance.

a. Demonstrate how the system will comply with the Federal Health Insurance Portability and Accountability Act and all related federal regulations (collectively HIPAA), including but not limited to, HIPAA requirements relating to the confidentiality of protected health information, as defined by HIPAA, and HIPAA requirements relating to the security of information systems.

b. Demonstrate how the system has the ability and flexibility to conform to any changes in the HIPAA standards.

9. Update/Upgrade System.

Demonstrate how the system can be updated to conform to future HUD requirement standards within six (6) months of changes by HUD.

10. Sub-systems/File Data Exchange.

Demonstrate how the system can create an output file – either to be sent to an outside Vendor (such as a Federal or state agency) or used in an internal sub-system (such as referrals and client data registry).

11. History.

a. Demonstrate that the system maintains history on-line.

- b. Show the types of data that are retained and how they can be accessed for reporting purposes.
- c. What impact does time period have on hardware storage requirements?
- d. Discuss off-line storage/archiving processes including integrated imaging capabilities.
- e. Review how the recommended system maintains the separation of data to facilitate access for future strategic planning.

12. State and Federal Forms and Reports.

Demonstrate that the system provides an ability to design, format and populate various state and Federal directed forms and reports. Allow for fill-in capabilities or straight printing through Adobe Acrobat. (Sample report data attached as Appendix II – Homeless Advocacy Program (HAP) and Community Services Block Grant (CSBG) client characteristics reporting).

13. Functional Integration.

Demonstrate that the system provides an integrated view from a user’s perspective.

14. User Friendly. List the features that make the system user friendly.

15. Drill Down (Up) Capabilities. Demonstrate how the system complies with this requirement.

16. Language Capabilities.

- a. Demonstrate any foreign language capabilities of the system, particularly Spanish.
- b. Discuss how a non-English speaking client would be able to provide the required information for the system.
- c. Can forms requiring client signatures be printed in Spanish or any other languages?
- d. Discuss any plans to develop systems, forms or data screens in multiple languages.

17. Technical Operating Environment.

Can the system meet the requirements listed on pages 15 and 16?

18. Selection Criteria.

The following criteria should be addressed for the last **two years**:

- a. State overall qualifications of the Vendor.
- b. Explain overall qualifications of individuals within the company most responsible for carrying out service. Identify specific qualifications of the firm relative to HMIS.
- c. Detail specific qualifications of individuals within the company most responsible for carrying out service relative to a specific proposed project.
- d. References
 - 1. Provide contact information for three clients who currently use the Vendor’s HMIS.

2. Provide contact information for three clients who have ceased using the Vendor's HMIS.
- e. Provide a list of licenses and professional designations, if applicable or appropriate for the services being provided.
 - f. List office location(s) from which service will be provided and its time and distance from Rockford/Winnebago Boone Counties.
 - g. Is the Vendor a small and minority-owned businesses or women-owned business enterprise?

SECTION E ACTIVITY DETAILS

In a number by number format, please answer the following questions:

1. Is there a User Group? If yes, provide name and contact information.
2. Describe any new releases, system enhancements, planned or in progress.
3. Can the system be easily customized?
4. What is the average length of time to make customizations?
5. Who handles the customizations?
6. How often are new releases, maintenance updates, and/or patches to the system issued?
7. How many were issued in the last calendar year?
8. Describe the testing and installation process for all new releases.
9. Where is the application server usually located?
10. Describe the security measures used to protect the system software (server).
11. Describe the security measures used to protect the system software (client).
12. Has the operations satisfied third party financial systems auditing processes?
13. Describe the following underlying technologies:
 - a. Client operating system
 - b. Server operating system
 - c. Server databases
 - d. Communication protocols
14. Describe the hardware requirements necessary to support the software as it relates to the following:
 - a. Workstations
 1. Minimum recommended
 2. Memory requirements
 3. Operating system
 4. Storage requirements
 5. Speed (mhtz)
 - b. Servers
 1. Minimum recommended
 2. Type of computer
 3. Memory requirements
 4. Operating system
 5. Storage requirements
 6. Speed (mhtz)

15. Describe the capacity and protocols that are needed to support the software.
16. Describe any associated business tools required to support the applications.
17. Describe any software needed for the client, server or network maintenance, as well as any distribution software needed to support the product.
18. What are the system's internet access requirements?
19. Describe the Vendor's project management team that would be assigned to the account by job title, responsibilities and experience with similar implementations.
20. Which individual in the company has primary transition responsibilities?
21. Who would be responsible for day to day contact with the City of Rockford?
22. What quantitative methods would you use to measure the City of Rockford's satisfaction in service?
23. Are reports measuring satisfaction available on a periodic basis to the City of Rockford?
24. What are the established procedures regarding the maintenance and protection of confidential information?
25. Do you have a centralized telephone support center?
26. Who provides the application support?
27. Where is the nearest office providing support located?
28. How many application support personnel are at this location?
29. What are the hours of service for the support personnel?
30. What days per week are services provided?
31. Describe the procedures used for application programming changes after installation – additions or modifications?
32. What is the turnaround time for additions or modifications after initial installation is completed?
33. What are the backup procedures?
34. What are the disaster contingency plans, including the use of third party Vendors?
35. What is the number of daily backups for the system? Per individual system?
36. What should file retention be for each major data source?
37. Describe the client service support organization:
 - a. Number of locations
 - b. Operating hours
 - c. Staff size
 - d. Troubleshooting support procedures
 - e. Phone line support procedures
 - f. Off hours support procedures

g. Holiday processing support procedures

38. Describe the system testing process when system modifications and upgrades are made – quality assurance, system certification, etc.
39. Who performs maintenance required for upgrades?
40. Describe the conversion support.
41. Specify the nature and type of training that will be required for each end-user and the number of hours of user training included with the product.
42. Average amount of training required (in hours).
43. Outline what the training covers (Provide a sample education schedule for each of the required classes.)
44. Is staff training provided in the City of Rockford, and is staff training included in the base cost?
45. Please list the cost of additional training.
46. Is training available from a certified third party?
47. Describe the documentation that comes with the system.
48. Describe System Administration training.
49. Summarize the typical background, including education and experience of the customer trainers.
50. Discuss the ability to provide extended training in the event of employee turnover, additional products and advanced courses.
51. Summarize the types of learning aids, such as manuals, personal computers, etc., that are used in classes. Also identify the training tools/aides that are left with the trainees.
52. Will training needs assessments be completed to determine the City of Rockford users' technical and system training needs? (Please provide a sample assessment tool)
53. Is training conducted in a single session, or are both initial and follow up sessions provided?
54. Is there a sign off agreement, which both parties agree on, indicating that training is complete and satisfactory?
55. Is functional training included that instructs the users on how to use the application to perform their specific job?
56. Describe in detail how the Vendor would schedule this implementation and would phase in and integrate with other modules or systems.
57. Include time estimates for design, development, training, acceptance testing, conversion an implementation.

SECTION F FUNCTIONAL CAPABILITIES

Column	Definition
Functional Requirement	Specific functional capability that is within the system capabilities
Functional Priority	R=Required – non-negotiable; must be in the system N=Needed – Important feature necessary to achieve goals D=Desired – Nice to have L=Low Priority – “wish list” item
Standard Feature	No modification needed; this requirement is part of the Vendor’s base software.
Configurable	This requirement is available with supplied tools within the software package; Vendor must describe how the system can be configured to achieve the stated requirement and describe any “trade offs” that may result.
Custom	This requirement is NOT part of the base software package and can be added to the system. Vendor must indicate whether or not there will be a cost associated with the customization and accurately the cost of estimate the effort and cost of <u>each</u> specific “Custom” requirement.
Work Around	This requirement can be achieved using part of the Vendor’s software and other functionality available to the user, but not specifically intended to meet the requirement. In an attachment, fully describe how this requirement can be addressed and the process to achieve it efficiently.

Functional Requirement INTAKE AND EXIT	Functional Priority R = Required N=Need D=Desired L=Low Priority	Standard Feature No modification needed	Configurable Available with supplied tools	Custom Needs Modification
Client Intake and Exit Interview				
Data elements, collect client base information	R			
Merge multiple features to eliminate redundancy	R			
Unique client identifier	R			
Advanced client search utility, search by different categories	R			
User and reader friendly	R			
Capable to customize, change/add fields	R			
Quick entry wizard allows automatic generation of funding	R			
Program Eligibility				
Eligibility features for different programs (mental health, HIV, homeless, etc.)	N			
Eligibility requirements (income qualifications calculated for median income and poverty guidelines, etc.)	N			
Filtering of relevant services (dually diagnosed clients)	N			
Information and Referral				
Records referrals made	R			
Access to external resources	R			
Messaging system for communication among users	N			
Recording Client Moves				
Dates last move	R			
Length of stay (last two moves)	R			
Outcome of moves	R			
Agency Accounting				
Tracking accounts receivables	D			
Link clients and services to funding sources	D			
Required entry of cost each time service is assigned	D			
Track client disbursements against total funding	D			

Functional Requirement INTAKE AND EXIT	Functional Priority R = Required N=Need D=Desired L=Low Priority	Standard Feature No modification needed	Configurable Available with supplied tools	Custom Needs Modification
Donor tracking feature	N			
Bed Register				
Register beds available	R			
Bed search wizard	R			
Bed reservation	D			
Maintain bed assignment	D			
Incident Management				
Agency level and client level incident management	R			
Human resource modules	D			
Violations module	D			
Eligible to return screen	D			
Needs assessment				
Record client needs over time	R			
Extensive client level data entry ability	R			
Historical record of each assessment	R			
Evaluation scores, outcome	N			
Goal Setting				
Full goal setting module	R			
Timing notices for goal setting items and completion	R			
Service/Treatment Plan				
Full Service and Treatment Plan module	R			
Historical Tracking	R			
Outcomes of treatment choices	R			

Functional Requirement INTAKE AND EXIT	Functional Priority R = Required N=Need D=Desired L=Low Priority	Standard Feature No modification needed	Configurable Available with supplied tools	Custom Needs Modification
Service Delivery				
One screen – client services and status	R			
Extensive data elements and features	R			
User and reader friendly	R			
Ability to customize service fields and screens	R			
Service Tracking				
Historical recording of service over at least 3 years	R			
Extensive service tracking module	R			
Direct referral capabilities	N			
Outreach				
Included as separate activity	R			
Do intake and searches	R			
Distinct outreach module	N			
Wireless outreach service	D			
Progress Tracking				
Extensive progress report module	R			
Tracking of record for at least 3 years	R			
Add on progress tracking features capabilities	R			
Outcome Measurement				
Track outcomes for at least 3 years	R			
Extensive measurement outcome module	R			
Follow-up				
Flag for client follow up every 6 months	R			
Post service referral capabilities	R			

Functional Requirement INTAKE AND EXIT	Functional Priority R = Required N=Need D=Desired L=Low Priority	Standard Feature No modification needed	Configurable Available with supplied tools	Custom Needs Modification
Client Demographics				
Extensive client demographics reporting module	R			
Add on features capabilities	R			
Aggregate Unduplicated				
Extensive client intake and exit reporting module	R			
Add on features capabilities	R			
Services Rendered				
Extensive services rendered reporting module	R			
Add on features capabilities	R			
Bed Register Capacity				
Extensive bed register reporting module	R			
Add on features capabilities	R			
Variety of built in Reports				
Extensive variety of built in reports module	R			
Add on features capabilities	R			
Reports by Program				
Extensive specific program reporting module	R			
Add on features capabilities	R			
Custom Reports				
Extensive custom reports module	R			
Add on features capabilities	R			

Functional Requirement INTAKE AND EXIT	Functional Priority R = Required N=Need D=Desired L=Low Priority	Standard Feature No modification needed	Configurable Available with supplied tools	Custom Needs Modification
HUD Annual Performance Report				
Extensive HUD annual performance report module	R			
HUD APR elements and features	R			
HUD APR format	R			
Ability to show data entry errors	R			
Ease of use	R			
Enter and edit capabilities before printout	R			
Update of HUD APR report with 6 months of changes	R			
Agency Administration				
Extensive and organized administrative functions	R			
Customization elements	R			
Ability to Add Data Elements				
Data elements to be added to any screen	R			
Customization Elements	R			
Export Mechanisms				
Exports can be made from any table or group of tables	R			
Customization Elements	R			
Connectivity				
Minimum acceptable download speed – 56K	R			

SECTION G FISCAL INFORMATION

Budget Forms

The services included in this bid will be for a three year period. One budget form must be submitted for each year of service. In addition, an aggregated, three year budget must also be submitted. All costs of the HMIS must be included on the attached Budget Forms.

Budget Narrative

Submit a detailed budget narrative describing each line item for which you are requesting funding. All personnel costs must identify the number of Full-Time Equivalent (FTE) positions included.

HMIS BUDGET

2012-2014
(Three Years)

Cost Items	Cost
Equipment	Total
Central Server(s)	
Networking	
Security	
Software	Total
Software/User Licensing	
Software Installation	
Support and Maintenance	
Supporting Software Tools	
Services	Total
Training by Third Parties	
Hosting/Technical Services	
Programming: Customization	
Programming: System Interface	
Programming: Data Conversion	
Security Assessment and Set-up	
On-line Connectivity (Internet Access)	
Facilitation	
Disaster and Recovery	
Personnel	Total
Project Management/Coordination	
Data Analysis	
Programming	
Technical Assistance and Training	
Administrative Support Staff	
HMIS Space and Operations	Total
Space Costs	
Operational Costs	
Miscellaneous	Total
Other:	
Other:	
Total Budget (2012-2014)	

HMIS BUDGET

2012
(Year One)

Cost Items	Cost
Equipment	Total
Central Server(s)	
Networking	
Security	
Software	Total
Software/User Licensing	
Software Installation	
Support and Maintenance	
Supporting Software Tools	
Services	Total
Training by Third Parties	
Hosting/Technical Services	
Programming: Customization	
Programming: System Interface	
Programming: Data Conversion	
Security Assessment and Set-up	
On-line Connectivity (Internet Access)	
Facilitation	
Disaster and Recovery	
Personnel	Total
Project Management/Coordination	
Data Analysis	
Programming	
Technical Assistance and Training	
Administrative Support Staff	
HMIS Space and Operations	Total
Space Costs	
Operational Costs	
Miscellaneous	Total
Other:	
Other:	
Annual Budget (2012)	

HMIS BUDGET
2013
(Year two)

Cost Items	Cost
Equipment	Total
Central Server(s)	
Networking	
Security	
Software	Total
Software/User Licensing	
Software Installation	
Support and Maintenance	
Supporting Software Tools	
Services	Total
Training by Third Parties	
Hosting/Technical Services	
Programming: Customization	
Programming: System Interface	
Programming: Data Conversion	
Security Assessment and Set-up	
On-line Connectivity (Internet Access)	
Facilitation	
Disaster and Recovery	
Personnel	Total
Project Management/Coordination	
Data Analysis	
Programming	
Technical Assistance and Training	
Administrative Support Staff	
HMIS Space and Operations	Total
Space Costs	
Operational Costs	
Miscellaneous	Total
Other:	
Other:	
Annual Budget (2013)	

HMIS BUDGET

2014
(Year three)

Cost Items	Cost
Equipment	Total
Central Server(s)	
Networking	
Security	
Software	Total
Software/User Licensing	
Software Installation	
Support and Maintenance	
Supporting Software Tools	
Services	Total
Training by Third Parties	
Hosting/Technical Services	
Programming: Customization	
Programming: System Interface	
Programming: Data Conversion	
Security Assessment and Set-up	
On-line Connectivity (Internet Access)	
Facilitation	
Disaster and Recovery	
Personnel	Total
Project Management/Coordination	
Data Analysis	
Programming	
Technical Assistance and Training	
Administrative Support Staff	
HMIS Space and Operations	Total
Space Costs	
Operational Costs	
Miscellaneous	Total
Other:	
Other:	
Annual Budget (2014)	