

VIRGINIA SUPPORTIVE HOUSING

Request for Proposal (RFP)

Case Management Software System

Proposals due: September 14, 2022 at 4:00 PM EST

Point of Contact: Sharonita Cousin - scousin@virginiassupportivehousing.org

Objective

Virginia Supportive Housing (VSH) is seeking competitive bids for a comprehensive and robust case management software system for use in our homeless, low-income, and special-needs housing and supportive services programs.

As this will be a critical component of our organization's ability to effectively serve our participants, meet our contractual obligations, and maintain compliance with local, state, and Federal laws and regulations, VSH is not obligated to select the RFP based solely on proposed cost. Each RFP will be evaluated based on how the software will meet all of our current and future system needs and its cost-effectiveness in doing so.

VSH and the evaluation team for this RFP reserve the right to request additional information and/or product demonstrations based on the information submitted. However, submissions with minimal and/or incomplete information (i.e. 'please contact our sales team', 'please visit our website') will not be considered.

Applications from entities barred from doing business with the Federal Government and/or excluded from receiving Federal funds will not be considered.

This RFP is for discussion purposes only and does not create an obligation on behalf of Virginia Supportive Housing.

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Timeline

- 8/24/22 RFP posted to VSH's website
- 8/24/22 – 9/5/22 Interested parties will be able to email and ask questions and receive clarification through 9/5/22
- 9/8/22 Questions and their responses will be added to the website posting as an addendum
- 9/14/22 Submissions due via email by 4:00 PM EST
- 9/15/22 – 9/20/2022 VSH will review submissions received
- 9/15/22 – 9/28/22 Additional demos/calls may be scheduled by VSH with offerors to answer any questions or obtain additional information as needed
- 10/04/22 VSH will decide on product and notify the chosen applicant
- 10/12/22 The procurement process should be complete
- The implementation process should begin October 2022 with go-live late Q1, early Q2 2023

Virginia Supportive Housing reserves the right to suspend or otherwise modify the timeline estimates above if additional time is needed.

System Capabilities Required/Desired

A successful software solution will be able to:

- Handle between 25 – 30 concurrent logins
- Include approval workflows
- Push notifications (does not have to be email)
- Ability to audit at the data-point level
 - (modification, creation, deletion, access)
- Knowledge base/document library
- Capture electronic signatures
- Custom reporting
- Add reportable data elements as-needed
- Ability to mass export and import data
 - Import requires change log and approval
- Upload documents
- Calculated data points
- Enforced custom data validation rules

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Submission Evaluation and Requirements	<p>Quote for annual cost and what is included in the annual contract to include (at minimum):</p> <ul style="list-style-type: none">- Version/Package Information- Details on how licensing is handled<ul style="list-style-type: none">o pooled vs individual vs sharedo # total users in the system (estimated 80)o # of active/concurrent users (estimated 25-30)- Product support <p>Implementation statement of work estimate to include (at minimum):</p> <ul style="list-style-type: none">- Per-hour cost- Flat-rate cost- All task categories<ul style="list-style-type: none">o Needs analysis/discoveryo Data conversiono User trainingo Project management- Hourly minimum(s) <p>Technical details:</p> <ul style="list-style-type: none">- Database structure (e.g. brand, version)<ul style="list-style-type: none">o Assessments, sub-assessments- Database location (local vs cloud)- Storage (document upload)- System backup, retention, and restoration- How much of the implementation can be done in-house with trained staff- How much of the routine administration can be done in-house with trained staff<ul style="list-style-type: none">o report creationo user accesso workflow customization- Reporting structure and capabilities- Workflow structure and capabilities- Additional modules and their costs- HIPPA compliance statement
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Submission Documentation and Additional Attachments

- Completed quotes as detailed above via email to: scousin@virginiassupportivehousing.org
 - Quotes as attachments are allowed and .pdf format is preferred
- Verification from the Federal System for Awards Management (SAM) website that you are not excluded from receiving Federal funding (<https://sam.gov/search>)
- A statement that you (the vendor/contractors) do/do not have a conflict of interest with Virginia Supportive Housing
- Any applicable Small, Women-owned, and Minority-owned Business (SWaM) certification(s)