

**CITY OF SAN ANTONIO
PURCHASING & GENERAL SERVICES
CITY COUNCIL AGENDA MEMORANDUM**

CONSENT AGENDA
ITEM NO. 11

TO: Mayor and City Council

FROM: Janie B. Cantu, Director of Purchasing & General Services

SUBJECT: Purchase of a Homeless Management Information System

DATE: December 9, 2004

SUMMARY & RECOMMENDATION

This ordinance authorizes the Purchasing & General Services Department (Purchasing) to accept the proposal submitted by VIA Technology, LLC, a local, small, minority business enterprise, to provide the City of San Antonio Department of Community Initiatives (DCI) with a Homeless Management Information System (HMIS); the total award of this contract is \$77,950. The contract period is for 36 months commencing on the effective date of the contract agreement, with seven additional twelve-month options to renew.

Staff recommends approval of this ordinance.

BACKGROUND INFORMATION

A high technology request for sealed proposals was issued to establish an annual contract for a Homeless Management Information System (HMIS) for the City of San Antonio Community Initiatives Department. This contract will be completed in 3 phases, project Implementation phase 1 will begin January 2005-December 2005, phase 2 will begin January 2006-December 2006, and phase 3 will begin January 2007-December 2007. The request for proposal was advertised in the Commercial Recorder, La Prensa, San Antonio Observer, the Purchasing Website, Public Access Channel 21 and Demandstar.com.

In 2001, Congress directed the U.S. Department of Housing and Urban Development (HUD) to address the need for data and analysis on the extent of homelessness and the effectiveness of the McKinney Act Programs (H.R. Report 106-988; Senate Report 106-410). The directive called for developing unduplicated counts of clients served at the local level, analyzing patterns of use of people entering and exiting the homeless assistance system, and evaluating the effectiveness of these systems using an HMIS. The HMIS is a client tracking and data collection system, which will be used as a method of collecting and analyzing information of individuals and families who use homeless service programs. In addition, the HMIS will allow the homeless to access services faster and easier, and enable providers and funders to know where services are needed and where housing vacancies exist.

A total of five proposals were received in response to the City's request for sealed proposals. An RFP Evaluation Committee consisting of representatives from the City of San Antonio Community Initiatives, Information Technology Services, San Antonio Housing Authority, Alamo Area Council of Governments, and Continuum of Care reviewed each vendor's proposed HMIS by both live product demonstration and a detailed proposal review. All proposals were reviewed by the evaluation committee and scored on a consensus basis.

Scoring measures included: Product and History, Experience/Past Performance, Functionality. Product Maintenance and Support, Product Upgrades, Pricing and SBEDA. The scoring matrix outlining the final results of all the proposals is provided as Attachment 1. VIA Technology's proposal scored the highest point total of 91.25, and offered the lowest price overall. The other vendors' proposals scored as follows: Metsys Incorporated, 63.68; Bowman Systems AM, 57.42; Peminic 43.58; and JABR Software Inc., 27.38. The RFP Evaluation Committee unanimously recommended award of the contract to VIA Technology, LLC, for its Client Track Software System. The contract agreement provides DCI with a "turnkey" solution that meets HUD's requirements and the needs of local partners. The HMIS will be hosted and maintained by VIA Technology and participant agencies will access the system over the Internet in real-time using secure logins. VIA Technology's proposal includes a link (data bridge) to the United Way's Information & Referral Services Information System (IRIS) at no additional charge. The HMIS project team is currently working with United Way of San Antonio and Bexar County to create a seamless link between the proposed HMIS and the IRIS Internet database in coordination with the 2-1-1 Help Line.

VIA Technology, LLC will employ industry best practices concerning security, client data confidentiality, backups, and disaster recovery. VIA Technology, LLC will provide hardware, software, planning, project management, training and installation. Their customer support will include software updates/upgrades during the contract period to keep the HMIS consistent with HUD data standards and national reporting requirements, including the Annual Progress Report.

POLICY ANALYSIS

This ordinance addresses the core issue of providing Safety Net services and continues existing City policy of leveraging grant funds to provide comprehensive services to homeless people. It also continues City policy of working collaboratively with community-based organizations, providing resources and technical assistance to help build their capacity to serve San Antonio and Bexar County residents.

HUD mandated that each Continuum of Care (CoC) implement an HMIS to ensure continued Supportive Housing Program funding. The HMIS will reduce the need to rely on the current method of point-in-time census counts to estimate the size and demographics of local homeless populations. As a result, participating agencies will also be able to utilize the HMIS for client intake, case management, outreach, bed registry, information and referral, data analysis, and program eligibility. The Project Implementation Plan will define outcomes measurement and report generation. The HMIS project presents the CoC with an opportunity to re-examine homeless service delivery throughout the community.

By implementing the HMIS, and gathering solid data, community stakeholders will build new alliances, strengthen services, and meet consumer needs in a more streamlined manner. The HMIS is a core strategy of the Mayor's Task Force on Hunger and Homelessness 10-year Plan. The HMIS will be able to collect valuable information to guide future planning towards achieving HUD's ten-year strategy to end chronic homelessness and significantly reduce hunger.

FISCAL IMPACT

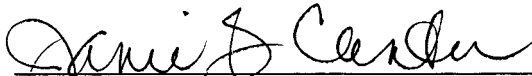
The total award of this contract is \$77,950 for vendor expenses (hardware, software and support) from HUD Supportive Housing Program grant funds. There is no General Fund commitment for this contract.

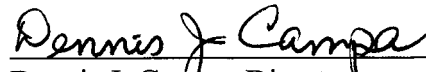
COORDINATION

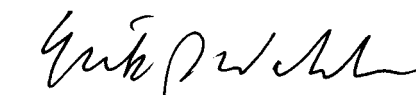
This ordinance was coordinated with the Information Technology Services Department, Purchasing & General Services, City Attorney's Office, Economic Development, the Continuum of Care, the Mayor's Task Force on Hunger and Homelessness, and the United Way of San Antonio and Bexar County.

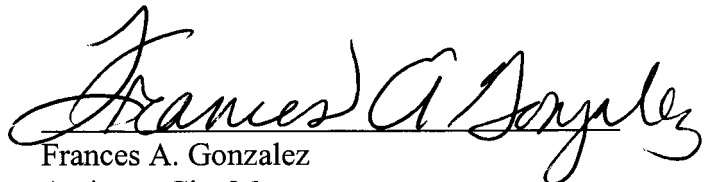
SUPPLEMENTAL COMMENTS


The Discretionary Contracts Disclosure and Litigation Disclosure forms are attached.


Janie B. Cantu, C.P.M., Director
Purchasing & General Services


Dennis J. Campa, Director
Community Initiatives


Erik J. Walsh
Assistant to the City Manager


Frances A. Gonzalez
Assistant City Manager


J. Rolando Bono
Interim City Manager

RFP A991-05 PRICE SCORING MATRIX

Possible Pts	30	VIA TECHNOLOGY	BOWMAN	METSYs	PEMINIC	JABR
Prices		\$77,950.00	\$97,215.00	\$110,375.00	\$123,622.00	\$684,875.00
Score		30.00	24.05	21.19	18.92	3.41

Formula $\text{Low Cost} / \text{Evaluated Cost} \times \text{Possible Points} = \text{Score}$

Vendor Names		Peminic 116 Village Blvd. Ste. 200 Princeton, NJ 08540	Bowman Systems AM South Center 333 Texas St. Ste. 300 Shreveport, LA 71101	JABR Software, Inc. 23995 Bat Cave Rd. Ste. 300 San, TX 78266	Metsys, Incorporated 3835 North Fwy Blvd. Ste. 250 Sacramento, CA 95844	VIA Technologies. 230 N. Medina St. San Antonio, TX 78207
Homeless Management Information System Software	Max Score	Total Average Score	Total Average Score	Total Average Score	Total Average Score	Total Average Score
Evaluation Criteria						
1. History, Experience & Past Performance						
A. History and Experience	5	1	3.83	0.167	4	4.67
B. Past Performance	5	1.33	3.83	1.08	4.58	4.08
2. Functionality						
A. Ease of Use	10	7.2	6.42	3.75	9.67	9.83
B. Training	10	4	6.83	1.67	8.42	8.83
C. Demonstration of Product	5	2.63	3.79	2.23	4.23	4.77
3. Product Maintenance and Support	10	5.25	6.42	3.83	7.17	7.75
4. Product Upgrades	5	3.25	2.25	1	4.42	4.33
5. Pricing	30	18.92	24.05	3.41	21.19	30
6. Local Business Enterprise Participation	10	0	0	10	0	10
7. Disadvantaged Business Enterprise	5	0	0	0	0	5
8. Small Business Economic Development Advocacy	5	0	0	0	0	2
Total Points (Maximum=100)	100.0	43.6	57.4	27.1	63.7	91.3

**HMIS PROJECT:
Request for Proposal Timeline**

April 10, 2003	City Council approved ordinance 97458 authorizing the acceptance of funds from HUD's Supportive Housing Program (SHP) grant. This included an allocation for DCI to implement an HMIS involving 50 agencies, phased in over a three year period.
October 2003	DCI created a design review subcommittee (User Group), consisting of agencies, from the Continuum of Care (CoC), willing to participate in Phase I of the HMIS project. (Attachment "B") (Note: The CoC is comprised of volunteers from some 75 agencies committed to addressing the issue of homelessness in San Antonio and Bexar County. The User Group: (1) met regularly to draft a requirements definition document (RDD); (2) evaluated the needs of agencies providing homelessness services; (3) determined the functionality of existing systems and incorporated this into the HMIS bid specifications; (4) worked with the DCI HMIS Implementation Project Team (Project Team) to select an HMIS to recommend to Council; and (5) regularly briefed the CoC on their progress to date.)
January 2004	User Group completed RDD
May 2004	Request for proposal (RFP) drafted and submitted to Purchasing Department
June 2004	RFP document finalized by Purchasing Dept./Project Team
June 2004	Purchasing Dept. solicited vendor proposals for HMIS solution
July 2004	Pre-bid conference held; bidders' questions answered and published; final bids were due
August 2004	Frances Gonzalez, Assistant City Manager, approved an HMIS RFP Evaluation Committee (Committee), consisting of City and non-City Subject Matter Experts (Attachment "C")
August 6, 2004	Committee met to receive orientation packet and bid instructions
August 13, 2004	Committee scored and ranked proposals
August 20, 2004	All vendors presented live demonstrations of their proposed HMIS solutions to the Committee, Project Team, and members of CoC

(Note: All Committee meetings and demonstrations were held at the One-Stop Development and Business Services Center, and were supervised by representatives from the Purchasing Department.

Attachment B

PHASE I PARTICIPATING AGENCIES

AGENCY		SERVICE CATEGORY	SHP Funded*	ESTIMATED HOMELESS CLIENTS SERVED ANNUALLY
1.	Alamo Area Resource Center	Support Svcs. For HIV Positive Individuals		100
2.	American GI Forum	Housing & Support Svcs. For Veterans & Homeless	*	465
3.	BEAT Aids	Support Svcs. For HIV Positive Individuals		200
4.	Catholic Charities: Guadalupe Home	Social Svcs., Emergency Svcs. For Homeless		61
5.	Center for Health Care Services: Safe Haven	Emergency Psychiatric Svcs.	*	75
	Center for Health Care Services: POSADA	Emergency Psychiatric Svcs., Outreach		100
	Center for Health Care Services: PATH	Emergency Psychiatric Svcs., Outreach		1800
6.	Centro Med	Medical Svcs. For Low Income & Homeless		7000
7.	Dwyer Avenue Center	Transitional Shelter for Homeless	*	80
8.	Family Violence Prevention Services	Support Svcs. For Victims of Domestic Violence	*	802
9.	Father Flannigan's Boys and Girls Town	Emergency Shelter for Children	*	802
10.	George Gervin Youth Center	Shelter & Support Svcs. For Children		100
11.	Greater Randolph Area Service Program	Emergency Svcs.		110
12.	Jewish Family & Children Service	Counseling	*	115
13.	Salvation Army	Transitional Housing & Support Svcs.	*	66
14.	San Antonio Metropolitan Ministries	Emergency Shelter, Transitional Housing, and Support Svcs. For Homeless	*	200
15.	San Antonio Aids Foundation	Skilled Nursing and Hospice Care for HIV Positive Individuals	*	140
16.	Seton Home	Housing & Support Svcs. For Pregnant Teens	*	100
17.	St. Mary's University Law School: Center for Legal and Social Justice	Legal Svcs. For Homeless	*	250
18.	St. Peter St. Joseph Children's Home	Shelter for Children		100
19.	Travis Park United Methodist Church	Support Svcs. For Homeless		4626
20.	United Way	Information and Referral	*	Unavailable

Attachment C

RFP EVALUATION COMMITTEE

	Name & Role	Agency	Agency Type	Contribution to Group
1	Alicia Walter, Director of Family Services/Dolores Garcia, Case Manager	San Antonio Housing Authority	Affordable Housing	Public Housing Advocate and Provider; local housing planner
2	Dennis Moreno, MIS Rep.	COSA DCI MIS	MIS Group	Represents DCI MIS Group, drafted RDD and resulting RFP; COSA DCI technology planner
3	Debbie Billa, Bexar Aging Director	Alamo Area Council of Governments (AACOG)	State Organization	Arm of State providing regional coordination of services; local and regional planner
4	Jeff Skeins, ITSD Rep.	ITSD		Represents COSA ITSD; COSA and community technology planner,
5	Continuum of Care HMIS Subcommittee Representative	Continuum of Care HMIS User Group (Phase I Agencies)	Continuum of Care Subcommittee	Represents concerns of Continuum of Care agencies
6	Holly Harrison, Dept. Sys. Specialist	COSA DCI HMIS	HMIS Group	Represents HMIS Implementation Team

Facilitators: Rene' Gauna (DCI), Don Smith (Purchasing), Debbie Sittre (DCI), Ramiro Fernandez (DCI), Norma Saldaña (DCI)

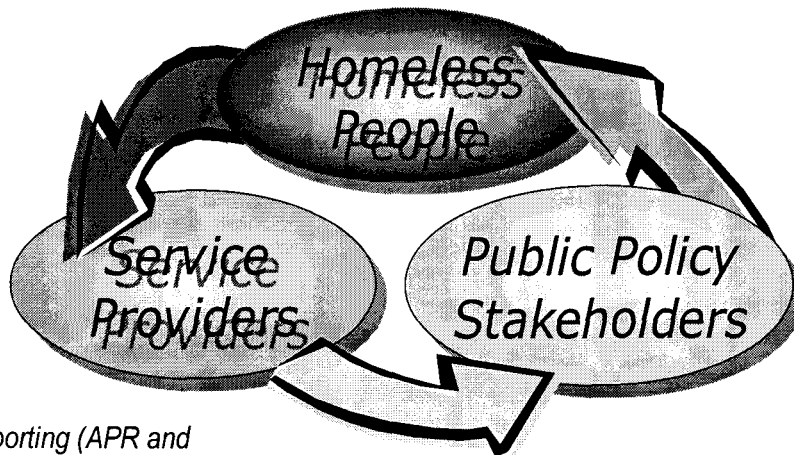
Attachment D

RFP SCORING MATRIX

Homeless Management Information System Software RFP	Max Score	VIA TECHNOLOG Y Technolgies. 230 N. Medina St. San Antonio, TX 78207	Metsys, Incoporated 3835 North Fwy Blvd. Ste. 250 Sacramento, CA 95844	Bowman Systems AM South Center 333 Texas St. Ste. 300 Shreveport, LA 71101	Peminic 116 Village Blvd. Ste. 200 Princen ton, NJ 08540	JABR Software, Inc. 23995 Bat Cave Rd. Ste. 300 San, TX 78266
History, Experience& Past Performance	10	8.75	8.58	7.66	2.33	1.25
Functionality	25	23.42	22.32	17.04	13.83	7.65
Product Maintenance & Support	10	7.75	7.17	6.42	5.25	3.83
Product Upgrades	5	4.33	4.42	2.25	3.25	1.00
Pricing	30	30.00	21.19	24.05	18.92	3.65
SBEDA	20	17.00	0.00	0.00	0.00	10.00
Total Points	100	91.25	63.68	57.42	43.58	27.38

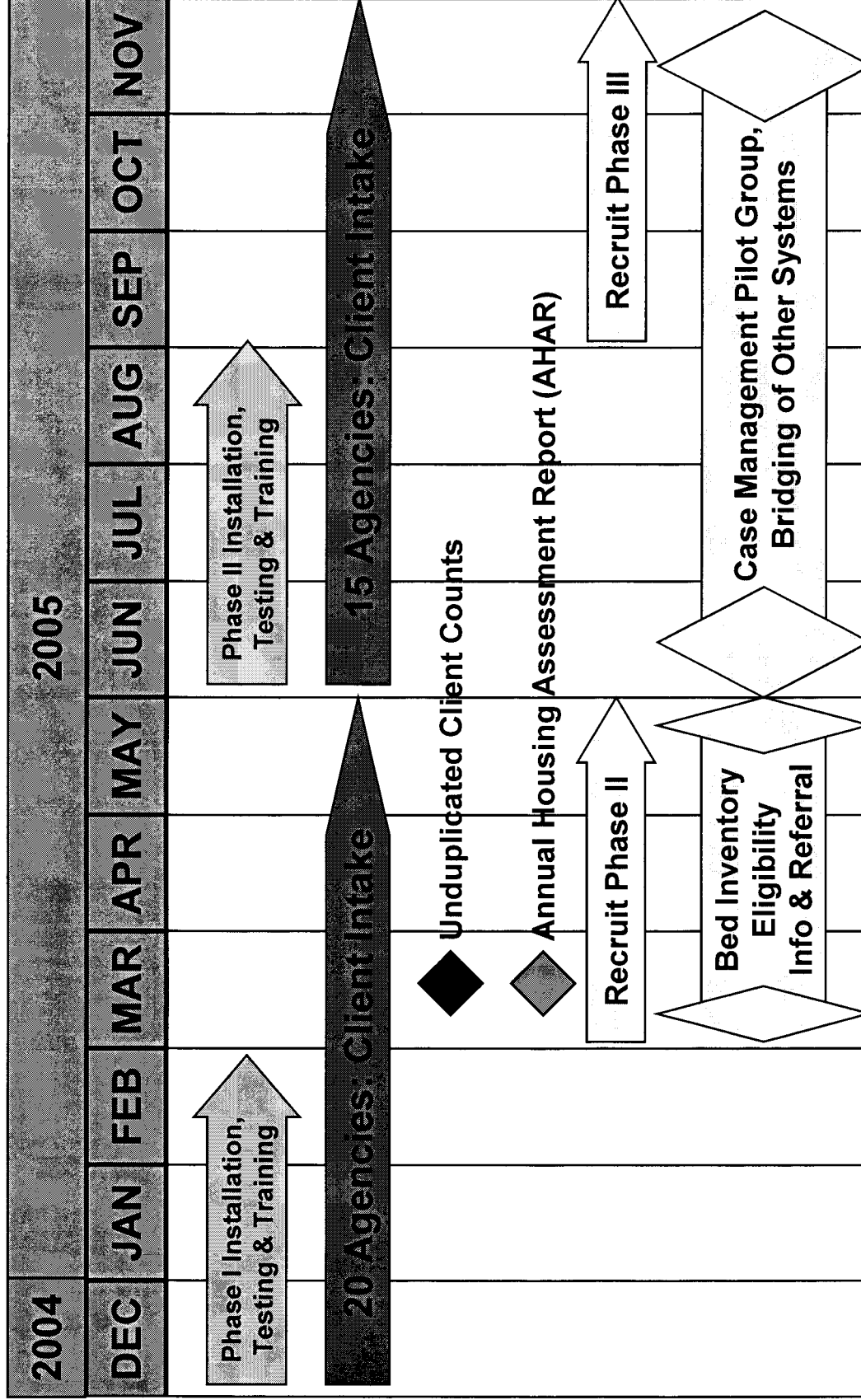
Who benefits?

- » Streamlined referrals
- » Coordinated (holistic) case management
- » Clients won't have to tell 'story' over and over if data is shared across agencies
- » Benefit eligibility



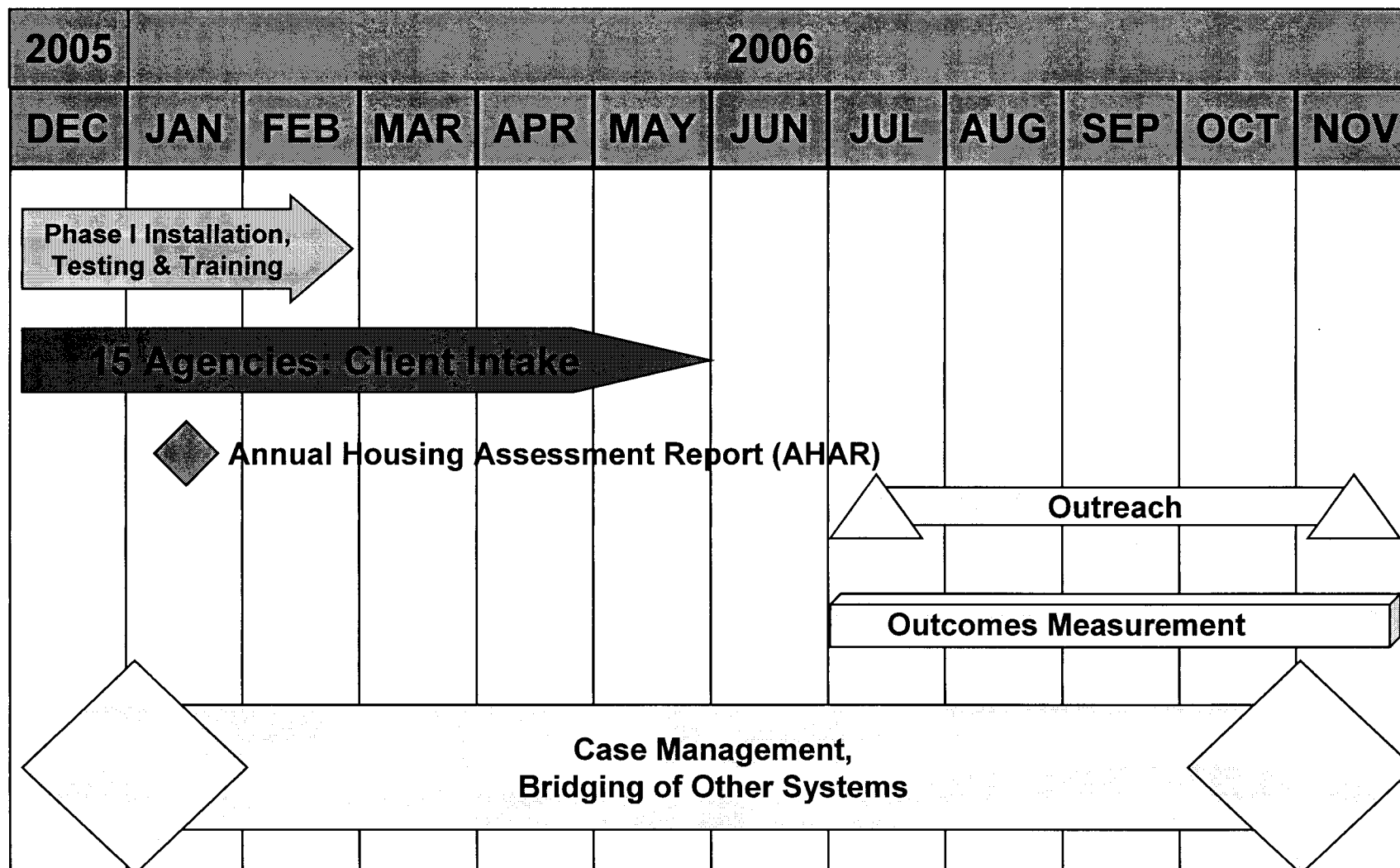
- » Automated reporting (APR and funders reports)
- » Provides common data across programs within an agency
- » Better analysis of client needs, services provided, and outcomes
- » Replace anecdotal stories with accurate, current data
- » Better data for funding, decision-making and policy
- » Able to identify service gaps
- » Able to identify causes and trends sooner
- » Forum for addressing community-wide issues

Projected Implementation Plan: Phase I (year 1)



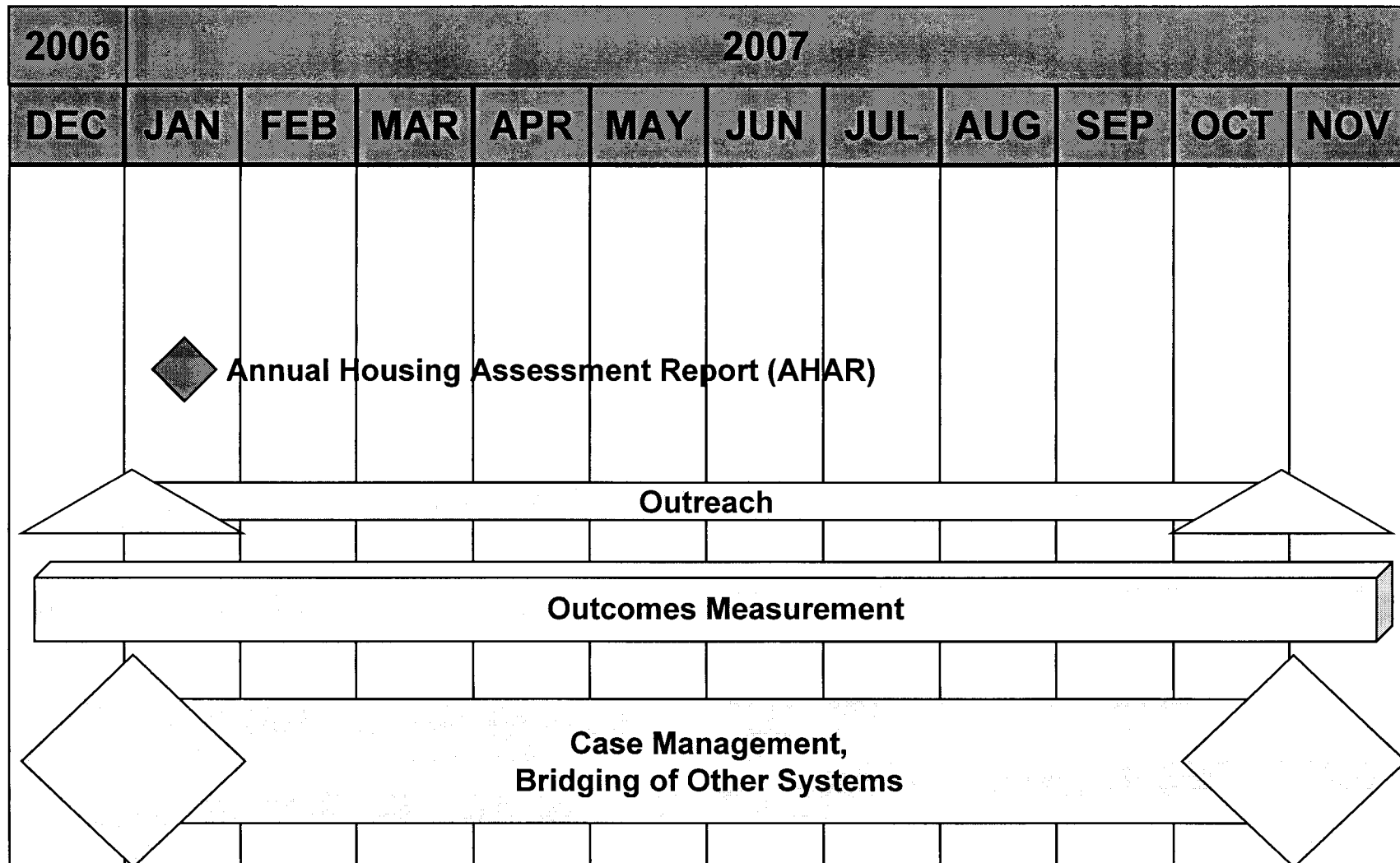
Projected Implementation Plan: Phase II (year 2)

Attachment F



Projected Implementation Plan: Phase III (year 3)

Attachment F



Project RIOSA

Homeless Management Information System (HMIS) RFP: Evaluation/Selection Committee

	Status	Name & Role	Agency	Agency Type	Contribution to Group
1	Confirmed 7/9/04	Alicia Walter, Director of Family Services	San Antonio Housing Authority	Affordable Housing	Public Housing Advocate/Provider
2	Confirmed 6/30/04	Dennis Moreno, MIS Rep.	COSA DCI MIS	MIS Group	Represents DCI CAD MIS Group, drafted requirements definition document and resulting RFP
3	Confirmed 7/16/04	Debbie Billa, Bexar Aging Director	Alamo Area Council of Governments (AACOG)	State Organization	Arm of State providing regional coordination of services
4	Confirmed 6/29/04	Jeff Skeins, ITSD Rep.	ITSD		Represents COSA ITSD
5	Confirmed 7/30/04; selected by HMIS User Group	Ernest Welborn, IT Director	SAMMinistries; also supports Corazon Ministries (Travis Park)	Emergency Shelter Transitional Housing Support Services (Homeless)	Represents concerns of Continuum of Care Agencies: Supports JABR, strong technical skills, database experience, sizable site (20+ Caseworkers), supports Travis Park
6	Confirmed 6/30/04	Holly Harrison, Dept. Sys. Specialist	COSA DCI CAD	HMIS Group	Represents HMIS Project Group
7	Alternate; confirmed 6/30/04	Ramiro Fernandez, Mgmt. Analyst	COSA DCI CAD	HMIS Group	Represents HMIS Project Group