

DAVID A. CONDON  
MAYOR



CITY OF SPOKANE - PURCHASING  
808 W. Spokane Falls Blvd.  
Spokane, Washington 99201-3316  
(509) 625-6400

# REQUEST FOR INFORMATION

City of Spokane, Washington

**RFI NUMBER:** 4509-19

**DESCRIPTION:** CASE MANAGEMENT AND CLIENT CARE TOOL

**DUE DATE:** MONDAY, MARCH 25, 2019  
No later than 1:00 p.m.

City of Spokane - Purchasing  
4<sup>TH</sup> Floor, City Hall  
808 W. Spokane Falls Blvd.  
Spokane WA 99201-3316

RESPONSE SUBMITTED BY:

COMPANY \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_  
\_\_\_\_\_

PHYSICAL ADDRESS \_\_\_\_\_  
\_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

FAX NUMBER \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

CONTACT NAME \_\_\_\_\_

Connie Wahl, C.P.M., CPPB  
Purchasing

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# **PART I. GENERAL INFORMATION**

## **1. PURPOSE**

The City of Spokane's Homeless Management Information System (HMIS) database provides the means to link those needing services with the provider best suited to the unique needs of each individual or family within Spokane County. Comprised of dozens of agencies and nearly 400 licensed caseworkers, the HMIS serves as the central data repository for data on the homeless and at-risk of homelessness populations in Spokane County.

It is a federal requirement that each designated Continuum of Care (CoC), that is receiving federal funding, have a single HMIS representative of all service activity for the CoC. The Spokane HMIS is a cloud-based database solution provided by Eccovia Solutions. A full accounting of the data elements tracked, and additional information on the theory, management, and application of a HMIS can be found on the Department of Housing and Urban Development's website: <https://www.hudexchange.info/programs/hmis/>.

Rapid growth and the need to respond to the ever changing needs of the homeless and at-risk of homeless populations, is an opportunity to adapt technology to better connect service providers and caseworkers with those that they serve. In an effort to develop a closer connection between those seeking services and those that provide them, the City of Spokane is interested in pursuing the latest advances in case management and client support.

## **2. SCOPE OF REQUEST**

The scope of this RFI includes product and service information to be provided for execution, implementation, and testing, of an AI/machine learning-based case management tool that can integrate with the City of Spokane's HMIS.

Firms are encouraged to respond to the need for resources to customize, build, convert data, test and implement the application and to train staff in the use of the software solution.

Prior to developing a Request for Proposal (RFP), the City wishes to understand the current state of development of marketed systems. Firms are encouraged to provide information on leading edge products and technology. **This is only a Request for Information process only and no cost Proposals shall be submitted with Responses.**

## **3. CONTACT PERSON**

Any questions concerning this Request for Information should be directed to the RFI Coordinator, David Lewis ([dglewis@spokanecity.org](mailto:dglewis@spokanecity.org), 509.625.6051.)

## **4. BROCHURES**

Brochures, if available, are to be included with Request for Information responses.

## **5. RFI RESPONSE MATERIALS**

Written materials submitted in response to this Request for Information shall become the property of the City. All requests for information to be released must be directed to the RFI Coordinator. All received Responses shall be deemed public records as defined in RCW 42.56, "Public Records."

Any information in the Response that the Respondent desires to claim as proprietary and thus exempt from disclosure under the provisions of existing state law, shall be clearly designated. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on it. Marking the entire Response exempt from disclosure will not be honored.

The City will consider a request for exemption from disclosure; however, the City will make a decision predicated upon state law and regulations. If any information is marked as proprietary in the Response, it will not be made available until the affected Respondent has been given an opportunity to seek a court injunction against the requested disclosure.

## **6. RFI EXPENSES**

All expenses incurred by Respondents related to this Request for Information will be borne by the Requestor. No claim for reimbursement of time, material, samples, shipping, or travel expenses shall be made by the Respondent against the City of Spokane, regardless of the results of the selection process.

## **7. CLARIFICATION**

The City of Spokane reserves the right to obtain clarification of any information or product in a Responder's response or to obtain additional information.

## **8. RIGHT TO REQUEST DEMONSTRATION**

The City reserves the right to request a demonstration of a system or service offering corresponding to this RFI.

## **9. RIGHT OF SELECTION/REJECTION**

The City of Spokane reserves the right to select or reject any Response for any reason, or to waive any informality in the responses received. Selection of a solution, concept, or scope shall not be construed as an award of a contract, but as the commencement of the second step of a two-step process including a Request for Information and a Request for Proposal. The City of Spokane reserves the right to decline issue of a Request for Proposal for any reason.

## **10. REVISIONS TO THE RFI**

In the event it becomes necessary to revise any part of this RFI, addenda will be provided to all known Respondents in receipt of the RFI.

## **11. MINORITY & WOMEN-OWNED BUSINESS PARTICIPATION**

The City encourages participation in all of its contracts by firms certified by the Washington State Office of Minority and Women's Business Enterprises (OMWBE). Respondents may contact OMWBE at 360/753-9693 to obtain information on certified firms.

## **12. ANTI-KICKBACK**

No officer or employee of the City of Spokane, having the power or duty to perform an official act or action related to this RFI shall have or acquire any interest in the contract, or have solicited, accepted or granted a present or future gift, favor, service or other thing of value from or to any person involved in the RFI.

## **13. NONDISCRIMINATION**

No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this Contract because of age, sex, race, color, religion, creed, marital status, familial status, sexual orientation including gender expression or gender identity, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities. The Firm agrees to comply with, and to require that all subcontractors comply with, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, as applicable to the Firm.

## **PART II. RFI RESPONSE PREPARATION AND SUBMISSION**

### **1. PREPARATION OF RESPONSES**

All Responses shall be typed or printed in ink, prepared on the document furnished by the Respondent and signed by an authorized person of Respondent's Firm. If errors are made, they may be crossed out. Corrections shall be printed in ink or typewritten adjacent and initialed in ink by the person submitting the Response.

### **2. PREPARATION OF ENVELOPES**

Place each copy of the Response in a separate sealed envelope. On the front of each envelope, clearly note if it contains the original or a copy and place the following information:

**"SEALED RESPONSE – IMPORTANT"**  
**"RFI #4509-19 CASE MANAGEMENT AND CLIENT CARE TOOL"**  
**"DUE: MONDAY, MARCH 25, 2019 - 1:00 P.M."**  
**YOUR COMPANY NAME, CITY, & STATE**

### **3. SUBMISSION OF RESPONSES**

**Submit five (5) copies of the Response, as follows:**

**Original paper Response, three (3) paper copies and one (1) electronic copy (thumb drive or CD) to:**

**DELIVERY BY MAIL:**

City of Spokane – Purchasing  
4th Floor – City Hall  
808 West Spokane Falls Boulevard  
Spokane, WA 99201-3316

**HAND DELIVERY:**

City of Spokane – "My Spokane" Service Desk  
1st Floor – City Hall  
808 West Spokane Falls Boulevard  
Spokane, WA 99201-3316

Do not split up the electronic Response copy into more than 4 electronic documents. Uploading multiple electronic documents is labor intensive and makes it difficult to view electronic Responses as a whole.

### **NOTE: Responses will not be accepted by fax or email**

The City of Spokane is not responsible for Responses delivered late. It is the responsibility of the Respondent to be sure the Responses are sent sufficiently ahead of time to be received **no later than 1:00 PM local time** on the Response due date.

Sealed Responses will be publicly acknowledged at 1:15 p.m., on the due date in the City of Spokane City Hall Council Chambers, 808 West Spokane Falls Boulevard, Spokane, Washington 99201.

## **PART III. REQUIREMENTS AND SPECIFICATIONS**

### **1. SUMMARY OF REQUIREMENTS**

Respondents will need to respond to two question sets: specific software capabilities and questions pertaining to the integration of the software application into the City of Spokane's Homeless Management Information System. The City of Spokane contracts with Eccovia Solutions, Inc. for its HMIS solution. Respondents needing additional information in order to respond to the Hosted Database Questions and Requirements can request a facilitated call with Eccovia Solutions, Inc. for additional information.

#### **Software Capabilities**

- a) A cloud based software solution that is accessible via smart phones and other personal computing devices (e.g. tablet.)
- b) Is customizable and adaptable to meet changing needs.
- c) The ability to establish specific client goals that are viewable and updatable in real time by both client and assigned case worker/social worker.
- d) Facilitates communication between caseworker and client through text messaging, system generated follow-ups, or related communication approaches. Responses should be able to be integrated into the HMIS database through an API or via NextGen Connect.
- e) Include baseline reports that track system inputs, outputs, and prioritize transactions based on pre-defined parameters that are customizable.

#### **Hosted Database Questions and Requirements**

- f) What data sets is the third-party system able to meaningfully process? Can this be customized and expanded without custom development from ClientTrack, the customer, or the third-party?
- g) Does the third party follow standards for data exchange (if necessary)? HL7? X12?
- h) What transport protocols are used for data exchange (if necessary)? HTTPS? File upload? VPN?
- i) How will the system avoid adding excessive resource utilization when accessing ClientTrack data?
- j) Does the third-party system require "real-time" data? How do the capabilities of the system degrade as the data becomes out-of-date?
- k) What actions can the third-party system take based on ClientTrack data?
- l) How does the system learn from ClientTrack data? What additional insights or actions does this learning enable beyond what is preconfigured?
- m) Will the system gather data from the client that should be pushed back to ClientTrack? What kind of data would this be?
- n) Will the system communicate to ClientTrack what actions are being taken on behalf of the case management organization? What information will this include?
- o) If the system will push data (either gathered from the client or a log of actions taken), how will the system push data to ClientTrack?
- p) What support is needed within ClientTrack to support incoming data from the third-party system?

- q) How will the third-party system guarantee the privacy and security of the accessed data in accordance with government regulations such as HIPAA and CFR 42 part 2?
- r) Does the data processing for the third-party system occur in an application hosted and controlled by Eccovia and/or the customer? Or in an external application hosted and controlled by the third-party?
  - Integrating through NextGen Connect, an interface engine purpose built for health data exchange
  - ClientTrack APIs – ClientTrack’s form and stored procedure based NPIs can be used to query and import data into ClientTrack

## 2. INFORMATION REGARDING MINIMUM STANDARDS

The items in the Response must be of the latest possible design and production. The Response will include information regarding minimum specifications for implementation.

## 3. PERFORMANCE AND SPECIFICATIONS

Provide information pertaining to the installation, configuration, and ongoing maintenance and support of your product to include products that are “software as a service” (SaaS) or on premise installation.

## 4. CUSTOMIZATION

Identify the services that are subject to customization for full implementation of the product.

## 5. THIRD PARTY CONTRACTING AND/OR CONSULTING

Identify any third party company or product that will be contracted and/or consulted.

# PART IV. GENERAL INSTRUCTIONS

## 1. REFERENCES

References are to be included with Request for Information Responses in the format shown below. Respondent shall furnish name, address, telephone number, and email address of representatives of at least three (3) municipalities that have implemented the product similar in scope. References will be used to gather information about the software systems.

### Client Reference

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	

## 2. RESPONSE FORMAT

It is essential that the City be able to easily review the Responses. Responses must be submitted on 8-1/2 by 11 inch paper. Responses may include web links for background information. Items such as brochures, catalogs, and report samples are also encouraged to give as much information to consider as possible. Responses may include web links for background information. Format the Response as follows:

Section 1. **Completed Front Page.**

Section 2. **General System Requirements.**

Section 3. **Technical Infrastructure.** Provide the technical specifications the solution requires relating to: 1) Computer Hardware, 2) Operating system, and 3) End-user computing resources including desktop and mobile capability.

Section 4. **Response Narrative.** This is an open section for the Respondent to tell why the Respondent's system would be a good fit for the City of Spokane.

Section 5. **References.** List three (3) references.