

Request for Proposals (RFP) for Data Warehouse Enterprise for Linkage Arizona (DWEL-AZ) Administrative Operator Agency

A. Introduction and Purpose

The DWEL-AZ Collaborative (the Collaborative) seeks to procure potential entities to implement and oversee the administrative functions of a statewide data warehouse project that integrates three Homeless Management Information System (HMIS) databases and other relevant human services data, such as the Arizona Health Care Cost Containment System (AHCCCS).

The warehouse seeks to improve service coordination and outcomes for individuals experiencing homelessness, improve data quality, improve utilization of resources, reduce service duplication, and increase communication among organizations serving individuals experiencing homelessness. Due to the cross-organizational nature of the project, the Collaborative identified the need for a partner agency to serve as the administrative operator of the project. This entity would serve a critical role as the central collaborative partner coordinating successful execution of the data warehouse.

B. Background

Arizona was selected to participate in the Learning and Action in Policy and Partnerships (LAPP) program through the Robert Wood Johnson Foundation (RWJF), Data Across Sectors for Health (DASH), and the Center for Health Care Strategies (CHCS). The LAPP program provided technical assistance to Arizona for the establishment of a statewide data warehouse. This program and supporting grant resulted in a commitment from the Collaborative to develop and work towards a statewide data warehouse.

The Collaborative is the decision-making entity for implementation, ongoing operation, and direction of the data warehouse. This cross-organizational team includes members of:

- The three Arizona HUD recognized Continua of Care (CoC) represented by:
 - the Arizona's Department of Housing (ADOH) for the Balance of State CoC;
 - the Tucson/Pima Collaboration to End Homelessness (TPCH) for the Pima/Tucson CoC;
 - and the Maricopa Association of Governments for the Maricopa Regional CoC;
- The statewide crisis and human service provider and HMIS administrator for Maricopa Regional CoC and Balance of State CoC, Solari;
- The HMIS administrator for the Tucson/Pima CoC, Pima County;
- Arizona's Medicaid agency, the Arizona Health Care Cost Containment System (AHCCCS);
- The Arizona Department of Economic Security (DES); and
- Other community stakeholders.

Additional entities currently involved with DWEL-AZ include:

- The Arizona Housing Coalition (AHC), DWEL-AZ's current fiduciary agent that manages existing funding and contracts related to the project;
- Green River, the technology vendor for the data warehouse's design, development, and implementation; and
- The Corporation for Supportive Housing (CSH), which DWEL-AZ has contracted with since 2021 for technical support and assistance.

C. Eligible Respondent

Eligible respondents to this RFP and any subsequently related contract are either: a) a unit of state or local government; or b) a not for profit entity that has a current contractual or business relationship with AHCCCS.

D. Term of Contract and Award

The initial term of this contract shall be for three (3) initial years with two (2) one-year options to extend, not to exceed a total contracting period of five (5) years. The terms and conditions of any such contract extension shall remain the same as the original contract, as amended. All contract extensions shall be through contract amendment.

A selected administrative operator would provide contractual services to implement and oversee the administrative functions of a statewide data warehouse. The operator would receive a one-time award of \$100,000 from the Garcia Family Foundation, which represents fees and operations through 2024. Seeking long-term, sustainable project funding beyond 2024 is a responsibility of the operator.

E. Scope of Work

The selected respondent will play a key role in ensuring the continued implementation and success of the DWEL-AZ project.

E.1. Included Functions

The primary functions of the DWEL-AZ Operator are as follows. Respondents may note that some responsibilities included are contingent on additional progression of the DWEL-AZ project and will not be expected of the respondent at the onset of the contractual relationship.

1. Facilitate Dialogue and Routine Communications

The Collaborative relies on cooperative governance from multiple partners. In coordination with the Collaborative, the DWEL-AZ Operator will:

- Assist with staffing various workgroups and taking notes for report-outs;
- Draft meeting agendas and send them to the team no later than one business day before the meeting;
- Ensuring proper documentation and providing written or verbal status updates to the Collaborative on monthly basis, at a minimum;
- Meet individually with partners to resolve barriers to participation;
- Identify and elevate agenda items to Officers of the Collaborative;
- Ensure participation of persons with lived experience in decision-making;
- Draft and release information, with Collaborative approval, regarding data warehouse training and operational updates (e.g., system maintenance);
- Serve as a central public point of contact for interested parties and partners in coordination with leadership of the Collaborative;
- Maintain and enforce terms of the Data Sharing Agreement, Privacy Practices, and Release of Information Forms; and
- Execute Memorandums of Understanding, contracts or partnership agreements at the direction of the Collaborative.

2. Hold Fiduciary Responsibility

As the fiduciary agent for the Collaborative, the DWEL-AZ Operator will:

- Identify funding opportunities, present them to the Collaborative for consideration, and act as a proposal manager if a funding opportunity is pursued;
- Ensure adherence to all funding requirements, timelines, or reports for existing grants and funding;
- Represent the Collaborative during meetings with funders; and

- Execute contracts and ensure timely payment with any vendors, consultants, or other entities.

3. Maintain and Manage Adequate Staffing

The DWEL-AZ Operator may directly hire employees or consultants to complete the work assigned and will:

- Develop a job description and posting for candidates;
- Work with the Collaborative to arrive at a mutually agreed upon candidate for a role;
- Serve as the employer of record for any hires, provide administration of benefits, and prepare any required tax documentation;
- Notify the Collaborative of any relevant staffing changes within seven (7) days; and
- Manage the day-to-day activities of any staff, including orientation, training, supervision and performance standards.

4. Manage Consultants and Vendors

While the selection and final approval of consultants and vendors remains the responsibility of the Collaborative, the DWEL-AZ Operator will be responsible for managing relationships and will:

- Release RFPs for services as needed;
- Sign, negotiate and enter into contracts as the contracting entity;
- Establish work plans, deliverables and timelines;
- Monitor the performance of contractors and vendors;
- Collect regular reports from vendors and provide document maintenance as needed;
- Make timely payments; and
- Engage in regular communication with the Collaborative on the status of work for consultants and vendors.

5. Implement Operations and Policy

As the Collaborative develops the data warehouse and governance bylaws, the DWEL-AZ Operator administratively implements policies and procedures and will:

- Staff and operate a user helpline, with tasks for processing new user requests, supporting existing users with technical support, and providing training for users on the system functions and reporting;
- Establish an Administrative Plan outlining required policies and procedures;
- Establish a Project Management Plan;
- Establish a Strategic Plan with goals and milestones for the management of the program;
- Review policies and procedures annually to ensure they meet current requirements;
- Implement a formal policy for the management of complaints and grievances;
- Provide oversight of user access;
- Deactivate users following established policies; and
- Process requests for aggregate data or information from outside agencies.

E.2. Excluded Functions

The selected entity will not be asked to:

- Develop the technical infrastructure for the data warehouse;

- Develop workflows for the cross-sharing of data between entities;
- Identify necessary data fields, reports, user roles, or procedures in relation to the data warehouse; or
- Develop data sharing agreements, compliance and privacy requirements, consent management procedures, or other documents pertaining to the governance of data collection.

F. Submission

For consideration, proposals must include:

- A cover page that introduces the agency and includes pertinent contact information, such as name, title, mailing address, email address, authorized signature, and phone number of the contact person for questions relating to the RFP.
- A narrative that addresses your agency’s plan to successfully establish and maintain the DWEL-AZ project through fulfillment of the Administrative Operator role, including a high-level overview of project management or measurements of success.
- A narrative that addresses your agency’s staff expertise and organizational structure, including the following:
 - Number of staff that will be assigned to this program with the percentage of their time dedicated to this project, along with their job titles and years of experience, using the table below as reference. Please provide resumes, an organizational chart, or additional documentation for staff involved in an appendix.

#	Name	Title	Years of Experience	% of Time Dedicated to DWEL

- A narrative that explains your agency’s system infrastructure that can be utilized in support of this project (e.g., technology, existing relationships, or other resources).
- A narrative that addresses your agency’s experience with or capacity to fulfill each of the five functions outlined in Section D, Scope of Work. Please note any specific implementation of, or recognition awarded to, projects from your agency that have met similar requirements.
- A high-level plan for fundraising and other long-term financial support of the project.
- Any additional information that you would like to make the review committee aware of in relation to the ability of your agency to fill this role.
- At least one (1) letter of support that demonstrates your agency’s successful performance of similar services with other partners; OR one (1) collection of responses from a public comment period that illustrates community buy-in from impacted stakeholders.

A complete response should be no more than a maximum of 20 pages. All responses shall be submitted in Calibri or Arial 11 point font or larger with borders no less than ½”.

Proposals must be submitted by November 17, 2023 by 5 PM (MST). Proposals should be emailed to: Linda Jensen, Education Director, Arizona Housing Coalition, linda@azhousingcoalition.org.

Proposals not meeting the criteria outlined in the RFP will not be considered.

G. Selection Process

Beginning November 20, 2024, a review committee will score proposals using the following criteria:

Section	Points
Implementation Plan	10
Staff Expertise and Organizational Structure (30 points total)	
System Infrastructure	10
Staff and Experience	20
Experience with or Capacity for Scope of Work (25 points total)	
Facilitating Dialogue and Routine Communications	5
Holding Fiduciary Responsibility	5
Maintaining and Managing Adequate Staffing	5
Managing Consultants and Vendors	5
Implementing Operations and Policy	5
Fundraising Plan	10
Letter of Support	5
Total	80

H. Timeline

Action	Date
RFP issued	10/30/2023
Deadline to submit questions to Linda Jensen, Education Director, Arizona Housing Coalition, linda@azhousingcoalition.org	11/6/2023
Answers to questions posted	11/10/2023
Application submission deadline	11/17/2023
Application review	11/20/2023 - 12/1/2023
Administrator Operator selected and notified	12/8/2023
Contract in place	Early January