



Calgary Homeless  
FOUNDATION

REQUEST FOR PROPOSALS  
Community Data Hub - Planning &  
Design  
Ref: 21071

Closing Date: **January 15, 2021**  
Time: 11:59PM MST

Response Submission Contact:

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## 1.0 INTRODUCTION

Calgary Homeless Foundation (CHF) is a registered charity with a vision and mission to end homelessness in our city. As neutral and effective stewards of funding, CHF invests in community and in Calgary's Homeless Serving System of Care (CHSSC) to achieve desired outcomes and impacts (population, program, system) in a cost-effective manner. Providing Systems Level Leadership to CHSSC, CHF leverages research, data, system planning, coordination, and funding to address gaps and define best practices to improve outcomes and optimize client success. CHF leads with a collective impact framework and is committed to moving forward in partnership with all orders of government, public systems, homeless-serving agencies, the private sector, faith-based communities, foundations, and all Calgarians, to achieve Functional Zero homelessness in Calgary.

CHF stewards funding from the Provincial and Federal Governments for housing with supports programs, support services, and one-time projects in support of ending homelessness. Funds are allocated to resources that best address the needs of community in a fiscally responsible way. Funding is awarded based on the quality of proposals received, the need in the community, and the overall contribution to CHSSC. Grounded in evidence-based research and analysis of data, CHF strives to maximize client and fiscal impact.

## 2.0 OPPORTUNITY INFORMATION/GOAL

**CHF is conducting a selection process to retain a consultant with technological and business process expertise to design a system architecture plan and an implementation roadmap for its Community Data Hub (CDH).**

This RFP is an invitation issued by CHF to interested parties (a person or entity) with the legal capacity to contract (the "Proponent") to submit a proposal (the "Proposal") for the provision of the Services. A Proposal does not constitute a tender and does not represent an offer to create binding contractual relations. A Proposal submitted through this opportunity is not irrevocable. CHF is not bound to enter into a contract with any Proponent who submits a Proposal.

## 3.0 BACKGROUND

CHF is building capacity across the CHSSC to deliver responsive, innovative and effective supports to individuals and families experiencing homelessness. CHF has been practicing data-informed decision making for over a decade. In service of the Shared Measurement pillar of Collective Impact, CHF hosts, maintains and supports the sector-wide use of the Homeless Management Information System (HMIS) (<http://calgaryhomeless.com/agencies/hmis/>).

Since 2019, CHF has been augmenting its data utilization capacities. We envision a future where access to relevant information and business intelligence is easily available to both internal and external stakeholders to maximize the learning value and utilization of data across the community. On the data entry side, the CDH will aim to achieve a deeper integration with other data systems, minimizing instances of double-entry requirements for service provider users. From the perspective of analytics, CDH will augment the datasets to facilitate a better understanding of participants' journeys and enable improved planning for service design and provision.

In support of this future state, we have developed a high-level plan for an expanded Community Data Hub – a multiplatform integrated data environment with multiple entry and exit mechanisms relevant to multiple identified stakeholder groups (please see Appendix B for draft).

Currently, we require the support of third-party expertise to develop a detailed plan for the Community Data Hub, consisting of system architecture design and implementation roadmap. We anticipate a developmental project approach, working closely with an internal project team to prototype, test and iterate through various designs in order to arrive at a final version.

#### 4.0 SCOPE OF WORK

The Community Data Hub builds on existing data infrastructure at CHF, centering a Data Warehouse approach with multiple entry, analytic, and exit points over the current single-platform HMIS solution.

The successful proponent will design and coordinate a project in order to:

- Gain a clear understanding of CHF HMIS **current state** - strengths, challenges, & changes already underway
- Engage HSSC stakeholders to develop a thorough **data environment analysis**
- Understand and refine the **future state** vision, engaging the needs of multiple types of stakeholders
- Undertake an iterative **architecture design** process in support of the refined future state, with a focus on hardware, networking, and software platforms
- Research the **vendor marketplace** and select multiple alternatives for comparison and evaluation
- Design and deliver an **Evaluation of Alternatives**, using selection criteria co-developed with the project team, including but not limited to total cost of ownership
- Develop and deliver a draft **Implementation Roadmap** with timelines, costs, change management and risk mitigation strategies

Applications from individual, organizational, or collaborative proponents are all welcome.

#### 5.0 OPPORTUNITY REQUIREMENTS

##### Mandatory Minimum Requirements

Proponents who do not meet these requirements will not be considered:

Requirement	
<b>M1</b>	Application submitted prior to RFP deadline date
<b>M2</b>	Declaration, including Conflict of Interest declaration, has been completed and signed by the Proponent
<b>M3</b>	RFP Proposal completed in accordance to the instructions
<b>M4</b>	A list of previous related work and references provided demonstrating subject matter expertise

<b>M5</b>	No history of non-performance of contract with CHF
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## 6.0 BUDGET

Given the Scope of Work outlined in this RFP, CHF has committed financial resources up to \$80,000 for the successful completion of the Services (the “Budget”). The Budget is anticipated to cover all costs related to the Service, including travel and consultations with key members of CHF and the CHSSC. Budgets outside of this range may be considered given adequate justification.

## 7.0 WRITTEN PROPOSALS

**Interested Proponents are asked to submit a proposal utilizing the RFP Proposal Response Form** and must address the Scope of Work and Opportunity Requirements as outlined in this RFP.

Proposals must include:

- 1) contact Information including legal entity/name, mailing and email address;
- 2) detailed outline of how you will meet the key deliverables/scope of work, including timelines;
- 3) detailed cost/fees;
- 4) resume/CV, including reference to experience related to performing the required tasks to complete this contract;
- 5) samples of previous work related to the scope of work outlined in this RFP; and
- 6) conflict of interest declaration signed by an authorized signatory (see RFP Appendix A).

CHF uses a standardized Proposal Response Form to streamline the application and review process. Proposal responses should be concise but thorough and ensure that each section is answered in its entirety. Attachments may be considered but only if they are relevant to the RFP and demonstrate previous related work & experience.

Proponents acknowledge that submitted Proposals will be open for acceptance by CHF for at least 90 days after the Closing Date.

## 8.0 PROCESS

**If you are interested in submitting a proposal, the completed proposal and signed declaration shall be delivered via email to the RFP Submission email, [funding@calgaryhomeless.com](mailto:funding@calgaryhomeless.com), in PDF format.**

To be accepted, proposals must be received by no later than the Closing Date and Time. Proposals received after the Closing Date and Time will not be accepted. CHF has the right to reject any and all proposals at its sole discretion.

Proposal responses should be concise but thorough and ensure that each section is answered in its entirety. You are reminded that your proposal should be inclusive of all taxes, fees and permits, where applicable.

Proposals will be reviewed to determine which is most advantageous to the CHF, guided by the Scope of Work outlined above. Selected proposals moving forward in this RFP process may be invited to present via videoconference to CHF, see Presentations/Interview below.

Included in this RFP toolkit are the following documents:

- RFP
- Appendix A: Declaration Forms
- Appendix B: Overview of CDH Future State
- RFP Proposal Response Form

### Queries/Questions

Should Proponents have any questions about this opportunity, its requirements, deliveries or regarding the proposal requirements, please contact the Response Submission contact noted on the title page for clarification prior to submitting proposal. Any relevant questions that would be beneficial to all Proponents will be answered through a publicly available Question & Answer form on the CHF website as per the Schedule of Activities (Section 10.0) below.

## 9.0 PRESENTATIONS / INTERVIEW

Along with the Proposal, short-listed Proponents to this RFP may be requested to provide a presentation via videoconference (MS Teams) as per the date outlined in Section 10.0 below. The intended duration of each presentation shall be no longer than 30 minutes, including follow-up questions and answers.

## 10.0 SCHEDULE OF ACTIVITIES

The CHF reserves the right to change the RFP schedule as needed. Please note that late applications will not be accepted.

RFPs Issued	December 7, 2020
Deadline for Questions	December 15, 2020
CHF Responses to Questions (posted on website)	December 18, 2020
<b>Closing Date Deadline for Proposal Submission</b>	<b>January 15, 2021 @ 11:59PM MST</b>
Notification to Proponents for Presentations/Interview	January 19, 2021
Presentations/Interview	January 25-28, 2021
Notification of Award	February 1, 2021
Project Start Date	February 15, 2021

\* Dates subject to change

## 11.0 CONFIDENTIALITY

By accepting to take part in this proposal process, the Proponent agrees to keep in confidence all information imparted to them in relation with the proposal process; not to disclose it to third parties, and not to use it for any other purpose than for the proposal.

CHF will hold all information provided during the proposal process confidential, with the exception of queries made by proponents. CHF reserves the right to reasonably share queries and its responses with other participating organizations, if applicable.

## 12.0 EVALUATION

Proposals will be reviewed on the basis of alignment with the goals of this RFP, experience, impact to the homeless-serving system of care, ability to perform the Scope of Work, and financial value. An evaluation panel will evaluate the Proposal based on the written application and the presentation/interview.

### RFP Panel

The selection of Preferred Proponent for the allocation of project funding will be undertaken by the RFP Panel (the “Panel”), who have signed a conflict of interest declaration. The Panel’s membership shall include CHF staff and individuals with expertise in the RFP subject matter.

No officers, directors, board members or any employee of a Proponent will participate in the Panel.

The Panel may consult with others, including other CHF staff members, third-party consultants and references, as the Panel may in its discretion decide is required.

### Selection

The Panel will consider the Proposal and the Proponents’ responses during the presentation/interview. The Panel shall deliberate to form a written recommendation to the CHF of the Preferred Proponent.

CHF will make a final decision on awarding contracts and shall negotiate terms of the contract with the successful Proponent at its discretion.

### Weighted Criteria

Category	Weight
<b>Capability/Experience</b> <ul style="list-style-type: none"> <li>- Qualifications</li> <li>- Breadth of experience and fluency</li> <li>- Capacity to perform scope of work</li> </ul>	40%
<b>Approach</b> <ul style="list-style-type: none"> <li>- Understanding of Scope of Work</li> <li>- Relevant methodology &amp; project vision</li> <li>- Work plan</li> </ul>	45%

<b>Budget</b>  - Overall value for money	15%
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### Disqualification of Proponent

At the sole discretion of the CHF, a Proponent may be disqualified, and the Proposal rejected if:

- a) the Proposal is incomplete and/or missing information and/or contains out of date or incorrect information and/or has not followed the submission instructions in the RFP; or
- b) a Proponent, in the opinion of the CHF, is not qualified for the scope of work specified (minimum score); or
- c) an unsatisfactory performance record exists as shown by past or current work for CHF, or
- d) current commitments exist (CHF or otherwise), which might hinder or prevent the prompt completion of the work.

Should a Proponent be disqualified, no further obligation is required of the CHF, its staff, or Board of Directors.

### Notification of Results

At the conclusion of this process, all Proponents will be notified. If a Proponent is awarded a contract, CHF will publicly post the Proponent(s) name on the CHF website upon conclusion of award (unless directly related to confidential CHF internal business processes).

Proponents may request a debriefing meeting with the CHF at [contracts@calgaryhomeless.com](mailto:contracts@calgaryhomeless.com) at a mutually convenient time. CHF reserves the right to decline such a request if deemed inappropriate.

### Appeal Process

Proponents to an RFP may register a grievance or protest a decision made regarding their Proposal using the RFP Appeal Process. A full copy of this process may be requested from CHF.

## 13.0 ADDITIONAL INFORMATION

Guiding documents and additional information is included with this RFP that may assist your organization in developing a proposal.

**Calgary's Together to Zero Strategic Directives**  
<https://www.ihearhomeyc.com/together-to-zero/>

**Calgary Plans to End Homelessness:**  
<https://www.ihearhomeyc.com/plans/>

## 14.0 PERIOD OF CONTRACT

By submitting a Proposal, the Proponent agrees that should the CHF select its Proposal through this RFP to perform the Services, a mutually agreed upon contract must be signed and executed between CHF and the selected Proponent. The terms and conditions of such contract to be finalized to the satisfaction of CHF.

Written notice to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the Services, and no Proponent will acquire any legal or equitable rights or privileges relative to the Services until the occurrence of both such events.

The intended period of contract: January 15, 2021 – May 31, 2021

## 15.0 AMENDMENTS

This section is reserved for Amendment descriptions.

## 16.0 GENERAL TERMS & CONDITIONS

### Limitations of Liability & Proponents Expenses

By submitting a proposal, the Proponent irrevocably waives, on behalf of itself and its predecessors, successors, parent companies, subsidiary companies, affiliates and assigns, and its and their past, present, and future officers, directors, shareholders, interest holders, members, partners, lawyers, agents, employees, managers, representatives, assigns, and successors in interest, any claims whatsoever and howsoever arising, including claims for compensation, costs, damages, expenses, losses, and loss of profits, relating to the RFP or with respect to the RFP competitive process or any contract arising in the RFP process, including claims for costs, expenses and loss of profits if no contract is made with the Proponent.

Proponents are solely responsible for their own expenses in participating in the RFP process, including costs in preparing a proposal and for subsequent finalizations, if any, with CHF.

### Errors

While CHF has used considerable efforts to ensure information in this RFP is accurate, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by CHF, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

### Acceptance of Terms and Conditions

Submitting a Proposal indicates acceptance of all the terms and conditions set out in the RFP, including these RFP rules and appendices to the RFP and any future amendments.

## 17.0 THANK YOU

Thank you for your consideration of this Request for Proposal. Calgary Homeless Foundation is committed to working with the community to help all people find their way home.

Sincerely,

**Aaron Li**

Manager, Contracts & Procurement, Calgary Homeless Foundation

## APPENDIX A: SELF DECLARATION

A Bidder shall disclose any potential, actual or perceived conflicts of interest and existing business relationships it may have with the CHF, its elected or appointed officials, representatives, employees, funded agencies or funders.

A Bidder shall disclose any relationship between any Representative of the Bidder(s) and any Representative of CHF including where:

- (i) the Representative of the Bidder presently or previously serve(d) as a Representative of CHF;
- (ii) a Representative of the Bidder and a Representative of CHF are Family; or
- (iii) it is known that a Representative of the Bidder will become a Representative of CHF in the future; or
- (iv) It is known that a Representative of CHF will become a Representative of the Bidder in the future.

For the purposes of this Conflict of Interest declaration,

- (i) a “Representative” means an employee, director, officer, volunteer or contractor;
- (ii) “Family” means a spouse, common-law partner, domestic partner, child, grandchild, great grandchild, parent, parent-in-law, brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, great aunt, great uncle, cousin or second cousin and includes foster and step relationships for any of the above.

CHF may rely on such disclosure

- I/We declare no conflicts.
- I/We declare the following conflicts.

Where a conflict exists, at minimum two (2) members of CHF executive or board representatives will review declaration to determine if proposal shall be accepted or rejected.

**Name & Title (printed):** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# APPENDIX B: Community Data Hub Conceptual Model

