HMIS Proposal

Homeless Services Network of Central Florida RFP dated 1/4/2018

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Contents

Cover Letter

February 1, 2019

Angel Jones
HMIS Support Specialist
Homeless Services Network of Central Florida, Inc. (HSNCF)
4065-D LB McLeod Road
Orlando, Florida 32811

Dear Angel:

Thank you for inviting CaseWorthy to participate in HSNCF's HMIS RFP process. CaseWorthy, Inc. was founded in early 2008 to provide social service organizations with the software and professional services solutions they need to efficiently manage and provide the vital programs and services their clients require. CaseWorthy supports a variety of clients, including continuum of care (CoC) organizations, community action agencies, goodwill entities, catholic charities, rescue missions, county governments, and more.

CaseWorthy understands the importance of providing a comprehensive and integrated human management information system in which HSNCF can track and report on services and programs. The goal of CaseWorthy is to create operational efficiencies for HSNCF so that the experience of homelessness is brief and rare for HSNCF's clients. CaseWorthy was founded to serve this purpose and to be the one data-source of truth as an enterprise application for organizations within the health and human services industry. CaseWorthy's flexible implementation approach ensures HSNCF's requirements will be accomplished while providing a platform that can easily adapt to HSNCF's changing software needs.

CaseWorthy is headquartered in Salt Lake City, Utah. The primary contact for this RFP is Melissa Steff. Melissa can be reached by phone at 803.989.3532 or by email at msteff@caseworthy.com. CaseWorthy is confident that its depth and breadth of knowledge in the health and human social services market will be invaluable to HSNCF. CaseWorthy looks forward to having the opportunity to present its software solution to HSNCF and become a trusted partner to HSNCF. If there are any questions, please don't hesitate to contact CaseWorthy at any time. Thank you for considering CaseWorthy!

Sincerely,

Lauren Schmidt, Sales Director
CaseWorthy, Inc.
3995 South 700 East, Suite 420
Salt Lake City, UT 84017
Office: 410.299.4128

1 Respondent Information

1.1 Business

Full legal name	**CaseWorthy, Inc.**
Mailing address – Line 1	3995 South 700 East
Mailing address – Line 2	Suite 420
Mailing address - City, State, ZIP	Salt Lake City, Utah 84107
Main phone number	(877) 347-0877
Time zone	Mountain

1.2 Proposal Point of Contact

Identify the primary point of contact for questions about the proposal and/or notifications regarding the proposal process.

Name	**Melissa Steff**
Title	Senior Sales Executive
Email Address	msteff@caseworthy.com
Phone Number	803.989.3532

1.3 Authorized Representative

Provide name and contact information for a representative of the business who has the authority to enter into contracts and sign legal documents on behalf of the Respondent.

Name	**Brian Fleming**
Title	General Counsel & Senior Proposal Manager
Email Address	bfleming@caseworthy.com
Phone Number	603.494.5137

2   Certifications and Acknowledgements

On behalf of CaseWorthy, Inc. ("Respondent"), I/we certify that:

1. Submission of a proposal constitutes acknowledgement and acceptance of all terms and conditions defined in the RFP, except as exceptions or reservations specified by Respondent in this document.

2. All persons involved in the preparation of this proposal are aware of the requirements established by these certifications and assurances and agree to comply.

3. All information provided is accurate as of the submission date. Respondent will notify the RFP coordinator of any change or anticipated change that might impact the accuracy of any part of this proposal. Misrepresentations will disqualify Respondent from consideration.

4. Any costs incurred by Respondent associated with proposal preparation and/or participation in the evaluation process are solely the responsibility of the Respondent, regardless of the outcome. Proposals and associated materials become the property of the CoC and will not be returned.

5. Respondent will not try to convince any other HMIS vendor to submit or decline to submit a response to this RFP and has not coordinated proposed costs with any other potential Respondent.

6. Respondent will not engage in behavior, conversation, or communication that might reasonably be perceived as an attempt to influence the outcome of the evaluation process (other than by participation in the process itself). Respondent will not discuss the RFP process with members of the CoC or the evaluation team until the final selection is announced.

7. If any member of the CoC or the evaluation team suggests directly, indirectly, explicitly, or implicitly that s/he might be able to influence the evaluation process in Respondent's favor for any reason, Respondent will notify Angel Jones at angel.jones@hsncfl.org.

8. Respondent agrees that the CoC may contact references, funders, and/or other sources of information regarding compliance; customer experience; organizational, technical, and fiscal capacity; and other factors pertinent to assessing Respondent's ability to meet the CoC's HMIS needs.

9. Respondent is eligible to enter into a contract for the provision of software as a service in the State of Florida and is willing to provide relevant documentation, including articles of incorporation, business licenses, taxpayer identification number(s), etc., upon request.

10. This proposal is a firm and fixed offer of existing software functionality, licensing, and standard services for the listed costs, subject to conditions listed in the proposal, valid for at least 120 days from the submission date of this proposal for a contract term of at least two years.

11. Costs identified for programming, data mapping and migration, and any other work contingent on detailed specifications are estimates and subject to revision and/or negotiation.

12. Costs proposed in this document will be scored against other proposals and should represent Respondent's best offer.

13. The CoC reserves the right to negotiate services and costs with Respondent, to include the addition or removal of listed requirements and/or software customization to better meet CoC or HUD requirements.

14. Respondent understands that proposals may be subject to review by the public and has clearly identified all confidential and/or trade secret content. Unless required by law or court order, the CoC will not release these confidential portions of the proposal.

15. Respondent may withdraw proposals from consideration at any point in the process.

16. The CoC may issue an addendum, revise, or withdraw this RFP without prior notice.

17. The evaluation process defined in the RFP is contingent on receiving at least three proposals that meet evaluation criteria. If this does not happen, the CoC may revise the process or evaluation criteria to expand the eligible pool of Respondents, issue another RFP, proceed with fewer than three candidates, execute a sole-source contract with a vendor, or otherwise ensure that the CoC's HMIS needs are satisfied.

18. Respondent will authorize the CoC to request a credit report for consideration in the final phase of evaluation.

19. The CoC may request additional information at any point in the evaluation process to confirm or clarify proposal content.

20. Respondent will follow applicable civil rights laws and Executive Orders. There must be no outstanding findings of noncompliance with civil rights statutes, Executive Orders, or regulations, unresolved secretarial charge of discrimination issued under the Fair Housing Act, no adjudications of civil rights violations on a civil action or deferral of processing of proposals from the vendor imposed by HUD.

21. Respondent certifies that no employee, member of its executive management, key staff, or any board member has been convicted of a criminal offense related to the administration of funds, is ineligible to enter into a federally-funded contract, or is involved in any litigation or other legal matter that might compromise Respondent's organizational capacity as represented in this proposal.

22. The CoC may elect to award all or a portion of the scope of work defined by the RFP and/or may elect to split the award between two Respondents, which would require Respondent to collaborate with another organization to provide some or all services. Respondent may decline to agree to this arrangement and withdraw.

23. The Evaluation Team may waive minor technical deficiencies or any informality in a submitted proposal.

24. If the CoC and selected Respondent are unable to come to satisfactory agreement about the terms of a contract, the CoC will re-visit the evaluation process (see #17). The selected Respondent will be ineligible for further consideration.

25. This Request for Proposals for a Homeless Management Information System is issued in accordance with 2 CFR part 200; any resultant contract must comply with same.

Disclosures and Exceptions to Certifications and Acknowledgements

With respect to item #1, CaseWorthy would like the opportunity to formally negotiate any contractual terms and conditions and prefers to use its standard agreements in any final agreement between the parties. However, CaseWorthy is amenable to using the CoC's standard agreement provided that agreement is as thorough and industry-standard as the standard agreements CaseWorthy uses. With respect to item #10, please note that CaseWorthy is willing to offer a fixed offer for 120 days, but that will be subject to CaseWorthy's

standard time-and-materials pricing, as not enough scope has been provided within this RFP for CaseWorthy to provide anything other than a rough estimate of the professional services hours needed for CaseWorthy to implement its solution pursuant to the CoC's functional and technical requirements.

Signatures

Authorized Representative		
Brian Fleming		February 1, 2019
Brian Fleming, General Counsel & Senior Proposal Manager		Date
Proposal Point of Contact		
Respectfully, CaseWorthy does not allow any of its employees other than executive officers or its general counsel to sign proposals or contracts.		February 1, 2019
Melissa Steff, Senior Sales Executive		Date

3 Requirements Assessment

The word 'requirement' is used to refer to features, functionality, services, reports, etc. A few are desirable features/best practices that are relevant for comparison and scoring purposes, but not critical. For requirements that include a Yes/No/Other drop-down list:

- Answer 'Yes, standard' if the requirement is available, currently in use, and included in the basic cost of licensing the HMIS software. Use the *Additional information/description* section to describe how the software / service meets the requirement.
- 'Yes, add-on' should be selected when the requirement is met by existing functionality currently available at an extra cost. Use the *Additional information/description* section to describe how the software / service meets the requirement. These must also be listed in the *Summary of Costs* section.
- Answer 'Other (explain)' if the requirement is currently under development, available from a third-party, or if a currently available alternative might serve the same purpose. Use the *Additional information/description* section to explain and elaborate.
  - Include requirements that specify a user type (e.g., HMIS Lead or regular user) but can only be performed by the vendor or another user type.
  - Include an implementation date for functionality currently being developed.
  - Evaluators will assign a point value (0 or 1) based on the additional information.
  - Any of these with an associated cost must be listed in the *Summary of Costs* section.
- Answer 'No' for all other circumstances. If custom development to make the requirement available if feasible, provide a brief note to that effect and list the requirement in the *Summary of Costs* section with a (non-binding) estimate of time and cost.

For each requirement, provide a narrative response that describes how the proposed solution meets the need. Narrative should be clear, concise, and directly relevant to listed requirements. The use of screenshots or other graphics to illustrate narrative in the *Additional information/description* sections is welcome. No graphic should include Respondent or Software names.

There is no need to repeat identical content for multiple requirements. If a single feature satisfies multiple requirements, include the narrative response for the first listed requirement. For each subsequent requirement, reference the requirement number (e.g., "See requirement 3.1").

3.1 Hosting (2 points)

1. Respondent hosting of application and database(s) is available	Yes-standard (1)
CaseWorthy clients are expected to have policies in place to ensure that access to the CaseWorthy solution is granted only to those who the client authorizes to use the system. Each client has an isolated database running on a shared server environment. Load-balancing is deployed over a number of servers to ensure quick access to client data. Software as a Service (SaaS) is a standard deployment model for CaseWorthy. In the SaaS deployment model, we install and manage CaseWorthy for a client. We host the CaseWorthy application in a Flexential data-center in Salt Lake City. We take advantage of the infrastructure provided by Flexential to offer a secure environment for our clients. Flexential has multiple data-centers in Utah and is one of the largest co-location providers in the United States. CaseWorthy is being used by HMIS/Continuum-of-Care (CoC) agencies in multiple states and meets all federal, state, and local privacy requirements and regulations, including HIPAA. CaseWorthy's architecture is a logical	

3-tier/physical 2-tier, stateless, web-tier application. The web server configuration is designed to be stateless and clustered using standard load-balancing. The data tier uses Microsoft SQL Server 2016, which is accessed through a secure, fully-locked-down data access and security layer to ensure that client data is never compromised. The application uses SSL (Secure Socket Layer) for data moving over the web and there is also a detailed layer of security within the application. CaseWorthy also allows HSNCF to request a download of HSNCF's database at any time. HSNCF can then save this back-up to one of HSNCF's servers and run reports from this database. The back-up will be an SQL Server database.

2. CoC may host application and database	Yes (2)

It should be noted that there was no option in the pick-list for "Yes, standard (1)." Regarding servers required for self-hosting, CaseWorthy is happy to provide recommendations to HSNCF after formal scoping discussions. In general, the following items describe the system requirements for release versions 4.x and higher. The supported operating systems for installing the product are:

- Windows Vista, 32-bit and 64-bit: Starter, Home Basic, Home Premium, Business, Ultimate, Enterprise
- Windows 7, 32-bit and 64-bit: Starter, Home Basic, Home Premium, Business, Ultimate, Enterprise
- Windows 8 and 8.1, 32-bit and 64-bit: Starter, Pro, Enterprise
- iPad Tablet: iOS 6
- Self-Hosted Servers:
- Windows 2008 R2 (minimum)
- Windows Server 2012 (recommended)

System Hardware Requirements:

- Minimum OS: Windows 7, Vista, 8 or 8.1
- Processor: capable of running Microsoft Windows 7, 32-bit
- Memory: one GB
- Disk space: 600 MB free HD space (300 MB for anti-virus only)
- Display: minimum 8-bit (256 colors)
- Operating System: Microsoft Windows 8 or 8.1 RTM versions
- Processor: Intel Pentium 4, two GHz or higher
- Memory: 2 GB or more
- Disk space: 800 MB free HD space (500 MB for anti-virus only)
- Display: 16-bit or more (65000 colors)

Recommended Browsers:
- Browser on PC: Mozilla Firefox 3.6.10+, Chrome (latest version), IE 9+
- iPad Tablet: Safari or Chrome
- Android Tablet: Chrome

Additional Software Requirements:

- MS Office: to export to Excel, Excel 97, or newer
- QL Server (only required for self-hosting): SQL Server 2016

Internet Connectivity Requirements:

- Minimum is DSL

- Recommended is high-speed internet

3.2 Comparable Database (5 points)

CaseWorthy will need to conduct formal scoping and discovery with HSNCF to fully understand this requirement. CaseWorthy assumes that HSNCF is inquiring about how CaseWorthy clients remain compliant with VAWA. VAWA regulations recommend a separate database from an HMIS database to ensure that the personal information of domestic violence victims are not commingled with the data typically present in an HMIS database. However, a separate database may not be necessary if certain data-sharing relationships are set up during the implementation. If a separate database is needed or recommended, CaseWorthy can set up an identical database, which will require another server set-up fee and annual maintenance fees, but the professional services work will be much less expensive if a copy of the primary database is all that is required for the separate database for providers who deliver domestic violence services to their clients.

3.3 Training and Technical Support (6 points)

1. Respondent provides training for system administrators	Yes, standard (1)

This training will involve HSNCF's super/technical user(s) and may be conducted onsite, via the web, or both. This foundational training sets the application behavior to match HSNCF's desired results. The training will involve:

- Creating organizations and related data-sharing agreements
- Creating users and passwords
- Creating programs and services
- Creating facilities, classrooms, rooms, beds, etc.
- Creating providers and provider services

This training will also include the apBuilders framework. The apBuilders allow HSNCF to maintain and develop custom screens, data, and workflows. This training will give HSNCF autonomy for daily changes that affect HSNCF's business. HSNCF can create and enhance specific uses in the areas of menus, roles, forms, queries, rules, alerts, workflows, and reports.

2. Respondent offers train-the-trainer instruction	Yes, standard (1)

CaseWorthy believes that training is a critical component for ensuring initial success during implementation and for maintaining a positive client experience in the long term. CaseWorthy staff will provide the training and we offer a variety of training options to accommodate the needs of our clients. We typically conduct web-based training and onsite training for each implementation we perform. System administration training is typically done via the web and end user training onsite at the client location. However, CaseWorthy develops individual training plans with each client to maximize the best approach for them.

CaseWorthy's professional services staff will provide a combination of onsite and web training as identified in a future requirements document or project plan or both. We will customize the best approach that works with HSNCF's team and customize the specific topics covered in training. Training will include:

- Each configured role and program
- Basic input of client data creation and maintenance
- MyCaseWorthy functionality
- Specialty services implemented within your environment

3. Respondent provides technical support for system administrators and has a	Yes, standard (1)

| *system in place to track and respond to questions, bug reports, etc.* | |

Basic Support: As part of HSNCF's annual maintenance fees, HSNCF will receive unlimited support for the contract period. HSNCF may contact CaseWorthy's technical support help desk at 877-347-0877 or via email at support@caseworthy.com. The Customer Support Team will be available Monday through Friday between the hours of 7:00 AM and 6:00 PM MST. CaseWorthy is willing to schedule after-hours support when needed. Depending on the nature and frequency of the support, there may be an additional charge. All technical issues will be logged and responded to in a timely manner, and always within 24 hours of receipt (provided the issue is received within the business hours just referenced and a response during those business hours is possible within 24 hours).

In addition, CaseWorthy's customer support portal will allow HSNCF to enter an issue and see the steps taken to resolve the issue. Providing excellent customer service is a top priority for CaseWorthy. If HSNCF needs to escalate an issue, HSNCF can contact CaseWorthy's vice president of customer success or any other member of CaseWorthy's management team.

As soon as CaseWorthy learns about compliance requirement changes, CaseWorthy begins working on them in to deliver ahead of HUD's deadline date. For non-compliance functionality, the CaseWorthy support team logs any future software functionality/enhancements customers request into our support database. CaseWorthy looks at these requests frequently and enhancements move up the priority list if multiple customers have asked for them. Furthermore, CaseWorthy has an HMIS user group that also provides a mechanism for receiving enhancement requests.

For requested software fixes, the CaseWorthy support team reviews customer-submitted issues and determines if the solution is in the knowledge base. If it is, the support team applies the resolution and follows up with the customer. If the issue is not in the knowledge base, the support team gathers all relevant details, such as navigation paths, replicability, and sample cases, and enters the issue into Issues Management. The support team then assigns the issue to the appropriate team's lead and that team lead then assigns the appropriate resource. Once an issue is in Issues Management, both the assigned resource and the issue's initiator receive email messages containing progress updates. Appropriate CaseWorthy staff members monitor issues daily, ensuring timely resolution.

CaseWorthy uses two main methods of issue follow-up based upon customer preference and the issue's complexity. For minor issues with low complexity, customers receive an email notification of resolution with testing instructions. For more complex issues, email notifications typically include links to demonstrations of the resolution or other relevant details. Some customers prefer direct contact with CaseWorthy representatives either by telephone or video conference to review the resolution and ask questions.

For automated standard maintenance and version upgrades, these will be scheduled with client knowledge and approval to reduce the impact on the client. To help with this process, CaseWorthy delivers three databases to every client. The three databases are production, test, and train. The train database is used for training staff as well as new development of features and new released enhancements. New development may include new features in the form of workflows, forms, business rules, and reports that either CaseWorthy or a customer has implemented based on changing or new requirements. The test environment is updated with new releases and enhancements so that they can be tested and user-trained prior to releasing new and changed functionality into the production and train databases. When new enhancements or releases are approved by a customer, a synchronization process is scheduled to move these enhancements from test to train and production. This will ensure a level of quality assurance (QA) prior to introducing new functionality into the production and train environments.

After-Hours Support: In the event that HSNCF requires support from CaseWorthy during the weekends, holidays, or during times of the day that CaseWorthy does not provide its standard customer support services (i.e., "after hours"), HSNCF should send an email to support@caseworthy.com providing the issue in detail. An auto-response will identify the phone number of the CaseWorthy support individual on call that evening. This support is limited to class one errors only. A class one error is an error of the quality or character that makes use of the CaseWorthy application either impossible or highly impractical. Any non-class-one support issue, such as "how to" questions or any other basic work functionality, will be deferred to the next business day and will be responded to pursuant to CaseWorthy's standard customer support policy.

4. Respondent has an available library of training materials for use in training end users (e.g., comprehensive manuals, online training, etc.)	Yes, standard (1)

During every CaseWorthy implementation, the following is provided to a customer:

- Implementation Readiness White Paper
- Detailed Program/Services Blueprints
- Detailed Project Plan
- Detailed Project Statement of Work
- Access to Master Systems Administrator Training Manual
- Access to online training materials via CaseWorthy's customer support web portal (includes videos and downloadable and printable training documents/materials)
- Data Back-Up, Security, and Encryption Guidelines and Specifications
- Web-Services Schema
- Customer Support Technical Issues Escalation Guide

5. A training and demonstration site is available	Yes, standard (1)

CaseWorthy provides every client with a testing (i.e., QA) , training, and a production database.

6. If Respondent offers training and/or technical support for end users, please describe.	

Yes, please refer to the response provided to requirement #2 in this section.

3.4   System Availability and Maintenance (6 points)

1. Software is web-based, compatible with current browsers, and maintains some backward-compatibility (list browsers)	Yes (1)

CaseWorthy generally provides its clients with a SaaS solution. Please refer to the previous responses that provided all browsers supported, which are all of the major ones.

2. User interface is available 24/7 with 99.9% reliability (other than planned outages)	Yes (1)

CaseWorthy guarantees 99.95% uptime.

3. Planned outages for system maintenance or deployment of updates are coordinated with HMIS Lead at least 1 week in advance and scheduled for periods of low usage (or HMIS Lead is responsible for system maintenance and can install updates)	Yes (1)

Yes, please refer to the response to #3 in the previous Section 3.3.

4. HMIS Lead is notified of any unplanned outages and the status of identifying/resolving within 30 minutes	Yes (1)

Provided that the outage occurs during CaseWorthy's normal support hours, when an unplanned outage occurs, which is very rare, CaseWorthy will inform customers as quickly as possible and restore normal operation in an expedient fashion.

5. Any planned updates or modifications to any aspect of the user experience,	Yes (1)

report logic, and/or software functionality are documented; documentation is provided to the HMIS Lead in advance of development	
Yes, please refer to the response to #3 in the previous Section 3.3.	
6. Any deployment of critical bug fixes is documented; notification and documentation are provided to HMIS Lead within two hours	Other (explain)
For critical errrors, which CaseWorthy terms "Class 1" errors, which make use of the system impossible or highly impractical, CaseWorthy's SLA is to resolve and respond within four hours of being notified of the error.	

3.5   Security and Privacy (16 points)

1. Software employs industry-standard or better security protocols, including support for two-factor or multi-factor authentication	Yes, standard (1)
The CaseWorthy application is web-based and requires an authenticated user login name and password to access the system. In these cases, the users must be set up in CaseWorthy prior to their ability to log into CaseWorthy. Users are able to reset their own passwords. CaseWorthy's user authentication includes: • Unique usernames and passwords between 6 and 20 characters long; • One capital letter; • One number; and • One special character (e.g., ! @ # $ % ^ & * { (} \ [/) In addition, for its most recent version, 8.0, CaseWorthy introduced dual-factor authentication, which is now available to all customers who upgrade to version 8.0.	
2. PII is encrypted for storage and cannot be browsed in database tables	Yes, standard (2)
Correct, all data, whether in transit or storage is encrypted at 256-bit. It should be noted that there was no option in the pick-list for "Yes, standard (1)."	
3. HMIS Lead can assign user roles (e.g., system administrator, data entry, reports only) that define permissions and access to information	Yes, standard (1)

A system user can be mapped to more than one role in CaseWorthy. Each client record is tracked by organization and user tags, which allow for sharing configurations based on programs, forms, queries, reporting, and the individual field level. Data sharing and options:
 	
• Role-based security: Users are assigned specific roles that will only allow access to information and views specifically mapped and configured to their role at their organization only
• Record Sharing: Each client record is stamped with owner tags of which organization and user created the record
• Secured organization sharing:
    ○ Determine which organizations share data with each other
    ○ Establish which programs to include/exclude in the sharing agreement
    ○ Set timeline with begin and end dates for sharing data	

4. Data-sharing configuration allows HMIS Lead to create project groups and field-level control of sharing	Yes, standard (1)
CaseWorthy has simple and powerful tools to allow organizations to selectively share data. Data-sharing relationships are set up between organizations and individual client records can be opted in or out of that data-sharing relationship. The CaseWorthy security form allows the user to choose which organizations will share data from a selected organization. HSNCF can exclude certain programs and also specify a date range for sharing data with another organization. Moreover, when recording any transaction in CaseWorthy, users will have the ability to share or not share the data. "Shared" means the selected client will be shared with	

the organizations the user (who performed the intake) is configured/permissioned to share records with. "Not shared" opts the selected client out of the sharing arrangements and will not be shared with any other organizations.

Even if a client's record is shared with other organizations, all of the individual client forms, such as case notes, have restriction functionality. If the client's record is shared, but a case note is restricted, accessing organizations will be able to see the client record but not the restricted case note. In addition, many forms offer field-level security restrictions, such as presenting issues, which have the ability to restrict the individual field from being seen by sharing organizations. If the client's record is shared, but an individual field is restricted, accessing organizations will be able to see the client record but not the restricted individual field (e.g., presenting issue).

5. Client data-sharing is restricted for clients who decline to consent	Yes, standard (1)
Yes, this is certainly possible through a simple configuration.	
6. HMIS Lead can create/activate/deactivate users, define and edit project associations and associated user roles for each, and update contact/other information	Yes, standard (1)
This is all standard functionality with CaseWorthy. Please refer to the previous responses concerning roles and role-based permissions.	
7. Audit logs keep a history of changes made to records (describe user/HMIS Lead access to data)	Yes, standard (1)
CaseWorthy automatically captures changes made to a client record. The following information is captured: • The user that made the change • The client that had a change • The field that was changed • Old value (before the change) • New value (after the change) • Date and time of the change CaseWorthy also tracks where a user goes in the system even if they do not make any changes. The system administrator can configure change history to be saved by field, form, or for the entire database. This activity is then logged into a change transaction file for reporting and inquiry. CaseWorthy also provides for data analytics against this file for "what-if" requirements.	
8. All contact with client, project, and system data in both the user interface and via database tables is logged (describe HMIS Lead access to logs)	Yes, standard (1)
Yes, please refer to the previous response.	
9. Passwords have complexity / length requirements and must be reset regularly	Yes, standard (1)
Please refer to the response to question #1 in this section, and when passwords have to be reset can be done via configuration according to a client's specifications.	
10. Users can reset their own passwords	Yes, standard (1)
Yes, this is standard functionality.	
11. HMIS Lead can track training dates for individual users in HMIS and receives alerts and/or can generate a report of users requiring recertification	Yes, standard (1)
This is standard using the configurable alerts functionality in CaseWorthy. The configurable alerts functionality allows multiple notification options at different frequencies based on the organization, user, or program needs. The alert process is nested within the CaseWorthy rules engine and batch processor to handle simple and complex scenarios. The alert types are configurable through the rules framework. They	

set the condition as to whether the rule takes action or not. If that rule is met, the system then needs to be configured as to what action to take. Alert action options include the following:

- Post on team members' bulletin board
- Generate an email to the team members
- Create a follow-up task to be posted on the team members' calendar

If the system is configured to take action, the system, through the template capabilities, then determines the format for delivering the communication. If the action is to send an email, then the template feature can be used to indicate the message format with actual data.

12. Users are automatically logged out after a period of inactivity	Yes, standard (1)
This is configured according to a client's specifications, but it is standard functionality.	
13. User access to records is limited by project associations	Yes, standard (1)
This is standard and easily configurable. Please refer to the response to question # 3 in this section.	
14. Users are required to log in to a project and the ability to add/edit/delete records is limited to active project	Yes, standard (1)
This type of restriction can be easily configured during implementation, but there are options to allow users to be able to add/edit/delete records for non-active projects or "closed" projects.	
15. User ability to run reports is limited by project associations	Yes, standard (1)
This is standard and easily configurable. Please refer to the response to question # 3 in this section.	

3.6   Data Collection (7 points)

1. Vendor-configured collection of all standard HMIS data elements as defined in the HMIS Data Dictionary	Yes, standard (1)
CaseWorthy attends HUD vendor meetings on the first Thursday of every month. CaseWorthy is also on a listserv, so CaseWorthy receives any email communication sent to HMIS vendors. There is also an online portal that CaseWorthy has log-ins to. This is where CaseWorthy can access:	

- Ongoing meetings
- Recordings of any past meetings
- Materials such as the data dictionary and data manual, as well as report specs
- Any messages or notifications sent recently by HUD to the HUD vendors

As soon as CaseWorthy learns about compliance requirement changes, CaseWorthy begins working on them to deliver ahead of HUD's deadline date. CaseWorthy takes pride in staying current with all the HUD HMIS requirements and standards (i.e., password standards, automatic log-off, etc.). Every compliance report includes HUD performance measures, all of which have been approved by HUD through the TA program. As their requirements change, CaseWorthy is modified to remain compliant.

2. HMIS Lead can create custom forms and fields on standard and custom forms system wide or for individual projects	Yes, standard (2)
With the apBuilders framework, just about everything on the desktop is configurable, so system admins can create data fields and forms from scratch and modify any existing form, report, data field, dashboard, menu, etc. It should be noted that there was no option in the pick-list for "Yes, standard (1)."	
3. Software includes scan card or similar functionality for bed nights, services, etc.	Yes, add-on (2)
The CaseWorthy software certainly has this functionality, but the HMIS Lead would need certain hardware or devices in order to use the functionality, and CaseWorthy can provide recommendations and even procure	

the hardware if desired. It should be noted that there was no option in the pick-list for "Yes, standard (1)."

4. Software has data entry wizards/workflows that guide users through all required data collection for project entry/annual assessment/exit	Yes, standard (2)

CaseWorthy's workflow engine offers a graphical presentation that allows for linking multiple forms (input screens) based on rules and dependencies. For example, workflows can represent new client intakes, in-program processes, program exits, or whatever multiple-step process that needs a managed flow of data. This system supports the ability to pause workflows and then provide a view for all paused workflows with direct links to the steps still remaining in the process. This approach ensures process fulfillment and enhances data quality during entry, greatly reducing or eliminating auditing inaccuracies during compliance reporting times. It should be noted that there was no option in the pick-list for "Yes, standard (1)."

3.7   Usability / Other Features (6 points)

1. Software includes a client messaging feature, i.e., users can enter messages/notes that can be passed on to the client by the next user to see the client	Yes, standard (1)

As stated previously but repeated here for convenience, the configurable alerts functionality allows multiple notification options at different frequencies based on the organization, user, or program needs. The alert process is nested within the CaseWorthy rules engine and batch processor to handle simple and complex scenarios. The alert types are configurable through the rules framework. They set the condition as to whether the rule takes action or not. If that rule is met, the system then needs to be configured as to what action to take. Alert action options include the following:

- Post on team members' bulletin board
- Generate an email to the team members
- Create a follow-up task to be posted on the team members' calendar

If the system is configured to take action, the system, through the template capabilities, then determines the format for delivering the communication. If the action is to send an email, then the template feature can be used to indicate the message format with actual data.

2. Software includes a user messaging feature, i.e., HMIS Lead can enter messages/notifications to users that will be displayed at the next login	Yes, standard (1)
Yes, please see the response provided to the previous requirement.	
3. Users can upload photos, scans, and other documents to a client record	Yes, standard (1)
This is standard functionality. Just about any type of document type can be uploaded and stored in CaseWorthy, even videos (though, with high-definition videos, clients should be mindful of quickly consuming the storage amount that CaseWorthy provides all customers (50 GB standard)).	
4. Bed and unit availability is tracked in real time using a combination of project inventory and enrollment data; information is available to relevant users	Yes, standard (1)

Tracking real-time occupancy and availability of beds is standard functionality in CaseWorthy, including a graphical representation showing available beds, reserved beds, and clients checked-in. CaseWorthy also has functionality to accommodate HUD's Housing First Coordinated Assessment model. CaseWorthy allows HSNCF to set up the individual floor plans for each shelter in the community using our graphical bed management functionality. HSNCF then designate which beds are coordinated assessment (CA) beds in each of the shelters. When reserving a client into a bed, CaseWorthy lets HSNCF know how many CA beds are available at each shelter in the community. When HSNCF makes a reservation for a client into a CA bed, CaseWorthy can automatically send an email to that shelter letting them know HSNCF has made a reservation. When the client arrives at that shelter, the employee at the shelter can check the client in

through the CaseWorthy application. CaseWorthy also provides a dashboard for the client showing the housing reservation and check-in transactions. Please also refer to the Appendices and Attachments section of CaseWorthy's PDF proposal in which there is an appendix section dedicated to CaseWorthy's "bed functionality" that contains numerous screenshots.

5. Client records include a summary report (separate from shared enrollment data) of clients' history of outreach contacts, shelter stays, and other residential project enrollments relevant to past and current homeless status	Yes, standard (2)

This is standard functionality in CaseWorthy. CaseWorthy provides a program enrollment summary form and also a services summary form. In addition, the data on any summary form can also be displayed graphically (i.e., pie chart, bar chart, line chart, etc.) using the render-as-pivot functionality in the apBuilder technology framework. Any data field can be tracked in CaseWorthy, and any form can be created or modified to account for all activities associated with a client. It should be noted that there was no option in the pick-list for "Yes, standard (1)."

3.8   Data Quality Tools (14 points)

1. HMIS Lead can set data collection for standard and custom fields to mandatory or optional	Yes, standard (1)

As part of the apBuilder development framework, every form and report in the CaseWorthy solution can be configured and tailored to meet specific data-capture and reporting needs. CaseWorthy provides a wide variety of forms and reports for tailoring purposes, but it is unrealistic that we could meet all of CaseWorthy's clients' data-capturing and reporting needs. Therefore, CaseWorthy gives organizations the ability to create new tables and columns, modify existing tables and columns, and develop new forms and reports from scratch all through the apBuilder graphical interface.

2. HMIS Lead can create validation/regular expressions for standard and custom fields and configure error messages for display	Yes, standard (1)

The rules engine framework is one of the most elaborate and sophisticated in the apBuilder toolbox. It is used to apply conditional logic to forms, workflow steps, eligibility determinations, alerts, and notifications. Functionality features include:

- On the forms you can configure fields to display based on a variable or a combination of variables, like, "Only display these fields if the client is a veteran."
- Workflow steps can also be configured based on certain conditions, e.g., "Only display this step if a certain condition is met." The rules engine supports many variable conditions with "and" or "or" logic. This is an example of an "or" condition: "If the client is under the age of X, then display this form. Otherwise display the adult form."
- The rules engine can also be linked to determining program eligibility and then drive certain workflow steps during the intake or exit. It can determine what goals, classes, service plans, or referrals should be considered based on organization or program policies.
- Finally, with this powerful framework component, HSNCF has the ability to determine when an alert should be sent, what type of message should be sent, and how the alert rule interfaces with the scheduling system.

3. Software requires database search prior to creation of a client record and has other prevention measures for duplicate client records	Yes, standard (1)

CaseWorthy displays meaningful error messages when system and/or data entry errors are detected. This functionality is standard within CaseWorthy and these types of controls and rules-based modeling tools can be applied on all dashboards and forms throughout the database. When entering a new client into the system, CaseWorthy forces HSNCF to check for duplicates. This will greatly reduce the number of duplicate

records in the system. When duplicates do occur, CaseWorthy allows HSNCF to merge one client record into another.	
4. Software prevents creation of overlapping enrollments in the same project for the same client	Yes, standard (1)
CaseWorthy respectfully requests clarification regarding this requirement as it is unclear as to whether overlapping enrollments could be the result of a client being enrolled in multiple programs or services or HSNCF may be asking something quite different. However, with the rules eligibility framework, CaseWorthy's solution can be configured to most likely fulfill this requirement.	
5. Software enforces the requirement for one and only one head of household per enrollment	Yes, standard (2)
This can be configured during implementation or at any time following go-live. It should be noted that there was no option in the pick-list for "Yes, standard (1)."	
6. Users see reminders of missing/don't know/refused responses for active clients at login	Yes, standard (1)
This can be configured using the standard alerts in the CaseWorthy solution and/or through configuration of a user's dashboards.	
7. HMIS Lead has access to reports and/or receives alerts about potential duplicate client records	Yes, standard (2)
Yes, please refer to the response provided to requirement #3 in this section. It should be noted that there was no option in the pick-list for "Yes, standard (1)."	
8. HMIS Lead can merge duplicate client records	Yes, standard (1)
Yes, please refer to the response provided to requirement #3 in this section.	
9. Users and HMIS Lead have access to data quality reports that identify missing/don't know/refused responses on HMIS fields for all records in a given date range	Yes, standard (1)
Yes, please refer to the response provided to requirement #6 in this section.	
10 Software prevents and/or has tools to identify logically inconsistent data (pregnant males, income sources identified for clients with no income, entry date after current date, etc.)	Yes, standard (1)
Yes, please refer to the response provided to requirement #2 in this section.	
11. Software alerts users to upcoming annual assessment deadlines for active clients	Yes, standard (1)
Yes, please refer to the response provided to requirement #2 in this section.	
12. Auto-exit functionality for night-by-night shelters and street outreach projects after x time with no bed night or contact	Yes, standard (1)
This can be configured at any time, whether during the implementation or after go-live depending on the HMIS Lead's requirements.	

3.9   Coordinated Entry (8 points)

1. Support for all current versions of VI-SPDAT	Yes, standard (1)
CaseWorthy supports all the functionality needed for coordinated entry (i.e., accessible web-based system, VI-SPDAT assessment, making a referral, etc.). Each community has the flexibility to deploy coordinated entry to their specific needs. CaseWorthy has created a by-name-list (BNL) report according to the Community Solutions specifications. It is a housing prioritization list based on the client's VI-SPDAT score. In addition, CaseWorthy's web portal is a way for non-staff members to have access to specific information that is pertinent to their communication with the managing organization.	
2. Support for a transactional history of VI-SPDAT assessments	Yes, standard (1)

Yes, this is standard. Please refer to the response provided to the previous requirement.	
3. VI-SPDAT assessments and scores are an integral part of a client record accessible in any login context to all users with permission to view a given client record	Yes, standard (2)
Yes, this is standard and will be accessible to any user that is granted permissions to view certain client records. It should be noted that there was no option in the pick-list for "Yes, standard (1)."	
4. Integrated real-time housing inventory and referral system	Yes, standard (1)
As stated previously but repeated here for convenience, tracking real-time occupancy and availability of beds is standard functionality in CaseWorthy. The CaseWorthy solution provides a graphical representation showing available beds, reserved beds, and clients checked-in for a facility. CaseWorthy also has functionality to accommodate HUD's Housing First Coordinated Assessment model. CaseWorthy allows HSNCF to set up the individual floor plans for each shelter in the community using our graphical bed management functionality. HSNCF then designate which beds are coordinated assessment (CA) beds in each of the shelters. When reserving a client into a bed, CaseWorthy lets HSNCF know how many CA beds are available at each shelter in the community. When HSNCF makes a reservation for a client into a CA bed, CaseWorthy can automatically send an email to that shelter letting them know HSNCF has made a reservation. When the client arrives at that shelter, the employee at the shelter can check the client in through the CaseWorthy application. CaseWorthy also provides a dashboard for the client showing the housing reservation and check-in transactions. Please also refer to the Appendices and Attachments section of CaseWorthy's PDF proposal in which there is an appendix section dedicated to CaseWorthy's "bed functionality" that contains numerous screenshots.	
5. Tracking and user alerts for status changes, no-shows, etc.	Yes, standard (1)
Yes, please see the response provided to the previous requirement.	
6. Includes a prioritization tool that allows prioritization of individual clients in each eligible category (youth, individual, family) and incorporates data from other enrollments (status changes) and custom fields	Yes, standard (1)
This can be configured during implementation or any time after go-live. CaseWorthy has created a by-name-list (BNL) report according to Community Solutions specifications. It is a housing prioritization list based on the client's VI-SPDAT score.	
7. Other Coordinated Entry features / functionality	
Please see the response provided to requirement #4 in this section.	

3.10   Reporting (19 points)

1. CoC Annual Performance Report	Yes, standard (1)
2. ESG CAPER	Yes, standard (1)
3. HUD Longitudinal System Analysis (LSA)	Yes, standard (1)
4. HUD System Performance Measures	Yes, standard (1)
5. PATH Annual Report	Yes, standard (1)
6. HMIS CSV Export / VA Repository generated by regular user	Yes, standard (1)
7. HMIS CSV Export / RHY Repository generated by regular user	Yes, standard (1)
8. All federal reports pull data from HMIS data elements consistent with published specifications and are updated on schedule	Yes, standard (1)
This requirement (*For each federal report/export, include the date of the most recent upload/submission to the HUD HDX, Sage, the RHY Repository, VA Repository, etc.)* seems more appropriate for a TA or lead agency as opposed to a software vendor. CaseWorthy does not provide TA services. CaseWorthy's HMIS customers are responsible for these report uploads.	

9. HUD Housing Inventory Count (or similar) report	Yes, standard (1)

Please also refer to the Appendices and Attachments section of CaseWorthy's PDF proposal in which there is an appendix section dedicated to CaseWorthy's reports functionality that contains numerous screenshots. CaseWorthy is the premier HMIS solution in the market. CaseWorthy takes pride in staying current with all the HUD HMIS requirements and standards. Every compliance report includes HUD performance measures, all of which have been approved by HUD through the TA program. As their requirements change, CaseWorthy is modified to remain compliant.

Reports in CaseWorthy are quite visual. When launching a report, the user selects the desired criteria for the report (i.e., begin date, end date, service type, program, case manager, organization, etc.) and these parameters are then used to generate the report. At that point, the user can print the report or export it. CaseWorthy allows users to export reports via XML, CSV (comma delimited), Acrobat (PDF), MHTML (web archive), Excel, Word, and TIFF. Each participating agency will only be able to pull reports for their individual sites. Collaborative data reports will roll up automatically to the lead agency's community wide reports.

CaseWorthy provides compliance reports and operational reports as part of CaseWorthy's standard software agreement. CaseWorthy will maintain ongoing compliance changes as they occur over time. Here is a list of the standard operational reports CaseWorthy offers:

- Program Reports:
  o Clients in Program
  o Clients in Program Exit
  o Family Members Missing from Enrollment
  o Program Summary
  o Program Outcomes
  o Program Retention
  o Program KPI
  o Placement Indicators
  o Program Exit Outcomes
  o Program Objectives Budgeted & Attained
- Service Reports:
  o Clients Served
  o Services by Program
  o Services by Month
  o Services Summary
  o Served by County
  o Clients Not Served Recently
  o First Time Served
- User Reports:
  o User Login
  o Case Load
  o Follow Up
- Goal Reports: Goal Outcomes
- Financial Reports:
  o Check Register
  o LOD Register

- o A/R Aging
- Project Management Reports:
  - o Project Summary
  - o Profit Gross Margin
  - o Employee Time Utilization
  - o Management Summary
- Placement Reports:
  - o All Placements Report
  - o Retention Report

Here is a list of the standard compliance reports CaseWorthy offers:

- HMIS/HUD Compliance:
  - o CoC APR
  - o ESG CAPER
  - o HMIS APR
  - o PATH
  - o HIC
  - o PIT
  - o AHAR
  - o Chronic Homeless List
  - o System Wide Performance Measures
  - o RHY
  - o CoC Application 3B-2.8
- Data Quality Monitoring:
  - o Duplicate Client Check
  - o Timeliness
  - o HMIS Data Quality
- Veteran/HOPWA:
  - o SSVF
  - o HOPWA
  - o RSR
- VI-SPDAT ANALYTICS:
  - o VI-SPDAT Individual
  - o VI-SPDAT Family
  - o VI-SPDAT TAY
  - o SPDAT
- Housing Counseling:
  - o HUD 9902 Report
  - o NFMC Report
- CSBG:
  - o CSBG
  - o ROMA
  - o CEAP
  - o LIHEAP/WAP
- GW/CC:
  - o SER
  - o ASR

o   CC USA

In addition to the compliance and operational reports, CaseWorthy also offers CaseWorthy Analytics reporting, which uses pivot tables. Customers use the data in the pivot table and drag and drop onto the form. This is a great tool for assembling the ad hoc data requests needed for completing grant applications, management requests, etc. CaseWorthy currently provides the following analytics as part of our solution:

- Services
- Enrollments
- Referrals
- Projects
- Outcomes
- Time
- VI-SPDAT Enrollment Placements
- Housing and
- Appointment

In addition, if HSNCF's technical staff has experience with SQL Server Reporting Services, HSNCF will be able to create ad hoc reports. CaseWorthy will then provide training that will equip HSNCF's technical staff with the skills they will need to properly integrate reports that they write with the Parameterized CaseWorthy Report Automation Application. At the end of the training, HSNCF's staff will demonstrate familiarity with the following:

- CaseWorthy reporting standards
- CaseWorthy data structures
- CaseWorthy parameterized data connection strings
- End-user CaseWorthy form integration strategies
- Custom report maintenance procedures

The training will empower HSNCF's team to create custom reports that interact with CaseWorthy at the same level and with the same functionality that the baseline reports demonstrate. Scheduling reports and analytics are standard functionalities in CaseWorthy, as there is a form that allows you to input the frequency of the report (i.e., daily, weekly, monthly, quarterly, etc.), the time HSNCF want to generate the report, who it will be delivered to, the report parameters, etc.

10. HUD Point-In-Time Count (or similar) report	Yes, standard (1)
Yes, please see the response provided to requirement #9 in this section.	
11. HMIS Lead can develop custom reports based on standard and custom fields and assign them to projects	Yes, standard (1)
Yes, please see the response provided to requirement #9 in this section.	
12. Reporting includes drill-down/detailed view of included clients and links to client records	Yes, standard (2)
CaseWorthy provides a variety of data visualization tools that offer customizable views that maximize the visibility of key performance indicators. The reports and dashboards can provide unique real-time data views specific to roles with drill-down capabilities. CaseWorthy Analytics, CaseWorthy's business intelligence engine, also offers extensive ad hoc capability to meet unique reporting demands. In addition, the database is ODBC-compliant, so additional third party tools could also be used to mine data. CaseWorthy also has a new advanced business intelligence module that provides additional reporting and analytics functionalities not	

present with CaseWorthy's standard reporting and CaseWorthy Analytics. It can be purchased separately and is called CaseBot. It should be noted that there was no option in the pick-list for "Yes, standard (1)."

13. Report results are exportable to Word/Excel/CSV/other	Yes, standard (1)
Yes, please see the response provided to requirement #9 in this section.	
14. Users can schedule automated report generation with emailed results	Yes, standard (1)
Yes, please see the response provided to requirement #9 in this section.	
15. HMIS Lead can assign canned reports to any project that collects the data required to produce them, regardless of funding source or project type	Yes, standard (1)
Yes, please see the response provided to requirement #9 in this section.	
16. Reporting includes configurable parameters so that results may be filtered by standard (e.g., Veteran Status) or custom fields	Yes, standard (1)
Yes, please see the response provided to requirement #9 in this section.	
17. For projects with multiple funding sources, enrollments / services / bed nights can be associated with one or more specific grants; report output can be filtered by grant and aggregated across multiple projects with the same grant ID	Yes, standard (1)
Yes, please see the response provided to requirement #9 in this section.	
18. Advanced analytics tools that allow for the inclusion of external data are available	Yes, standard (1)

CaseWorthy Analytics is based on the Microsoft Analysis Server. This foundation is designed to handle millions of rows of data with an instant response. Slicing and dicing of data down to the day, gender, and zip code is available at HSNCF's fingertips using the Excel presentation capabilities. CaseWorthy chose this option because most clients have Excel and are relatively familiar with the capabilities. This tool will open a wealth of data reporting to HSNCF that was once considered impractical or unavailable. CaseWorthy Analytics reporting utilizes pivot tables. Customers use the data in the pivot table and drag and drop onto the form. This is a great tool for assembling the ad hoc data requests needed for completing grant applications, management requests, etc. Using a pivot table, a report can be generated by the data elements selected from the services pivot table. A customer could select *Organization Name*, *Program Name*, *Service Type*, *Gender*, and *Zip Code*. It can also be filtered by *Age Group* (e.g., 31-50) or other fields. Forms can present the data in the grid view or HSNCF can also chart the data based upon the following options:

- Bar
- Line
- Scatter
- Pie
- Bar Stack and
- Bar Line

CaseWorthy currently provides the following analytics as part of our solution:

- Services
- Enrollments
- Housing
- Provider Referrals
- Projects
- Outcomes
- Time
- VI-SPDAT

- Employment Placement
- Appointment

3.11 Data Integration, Exchange, and Access (11 points)

1. All HMIS data elements exportable to current HMIS CSV in a single dataset including multiple projects/project types/funders	Yes, standard (1)
CaseWorthy allows users to export reports via XML, CSV (comma delimited), Acrobat (PDF), MHTML (web archive), Excel, Word, and TIFF. Each participating agency will only be able to pull reports for their individual sites. Collaborative data reports will roll up automatically to the lead agency's community wide reports.	
2. All HMIS data elements exportable to current HMIS XML in a single dataset including multiple projects/project types/funders	Yes, standard (1)
Yes, please see the response provided to requirement #1 in this section.	
3. HMIS Lead can import all HMIS data elements from a standard HMIS (CSV and/or XML) dataset including multiple projects/project types/funders	Yes, standard (1)

CaseWorthy is built on Microsoft, the most common data technology platform in the world, so as long as the data interface (API) from the other systems will allow the interface, CaseWorthy has experienced technical resources to build the data bridge.

CaseWorthy can import and export the HUD-standard CSV/XML file. CaseWorthy is happy to provide data-sharing with other software applications using standard protocols (i.e., XML, CSV, web service, etc.). Every situation is analyzed to determine the specific needs and goals. Those needs will then drive the approach and technology used. CaseWorthy will always lean toward an open architecture to give clients the most flexibility going forward. For example, if a real-time interface with a disparate system is desired, CaseWorthy may implement a web services technology. This would allow other application providers to write to CaseWorthy's communications specification and thus give them connectivity to HSNCF's system.

Most of CaseWorthy's implementation projects involve a database conversion, so CaseWorthy has ample experience with data migration and conversion. To reduce costs, time, and significant errors from legacy system misunderstandings during the extract, transform, and load ("ETL") process, CaseWorthy recommends clients put their existing historical database into the CaseWorthy staging tables. These steps are represented in the following bullets, with the first three being the minimal effort for a smooth transition:

1. HSNCF will map the historical data to the CaseWorthy staging tables. This requires identifying data fields from the historical database to the appropriate destination in the CaseWorthy staging table. For example, it could be the gender field (male/female) from the historical database to the destination gender field in the CaseWorthy staging table. An Excel template will be provided to assist in generating the mapping in addition to past ETL example mappings.
2. HSNCF will develop and test translation scripts that will fill the CaseWorthy staging tables (SQL Server 2012 or 2016 is preferred; Excel is supported) following the "mapping" generated in step one.
3. HSNCF will use the scripts from step two to move the historical data into the SQL 2012/2016 or Excel data format. This is the minimum effort required.
4. If the historical database has multiple sources, HSNCF will merge all data into a single source during step two.
5. If there are data fields that aren't available in the CaseWorthy staging tables, a gap analysis needs to be done with the CaseWorthy team to provide a home for the orphaned fields.
6. HSNCF will perform all data cleansing operations prior to or during steps two and three (e.g., remove duplicate addresses, merge clients, etc.).

7.	A copy of the deliverable from step three will be provided via secure FTP to CaseWorthy. CaseWorthy will then execute staging-to-target scripts to extract the data from the staging tables format and transfer it into the final target database.

A first-pass data import will give both organizations a true view of the data being migrated. CaseWorthy will identify cleansing techniques that must be included for the final data conversion. This may include duplicated record rules, program mappings, services mappings, etc. CaseWorthy will then plan the final data import just before go-live to ensure CaseWorthy includes the latest data possible.

4. HMIS Lead can configure a custom export of HMIS and other data	Yes, standard (2)

Yes, please see the response provided to requirement #18 in the previous Reporting section (3.10). It should be noted that there was no option in the pick-list for "Yes, standard (1)."

5. HMIS Lead can map and import HMIS and other data not in standard HMIS CSV/XML format	Yes, standard (2)

Yes, please see the response provided to requirement #3 in this section. It should be noted that there was no option in the pick-list for "Yes, standard (1)."

6. HMIS Lead has direct database access to real-time or near real-time HMIS data for reporting and data analysis purposes (live or reporting copy)	Yes, standard (2)

Yes, provided permissions are configured appropriately, any user of the CaseWorthy solution can have database access; however, "direct access" to the "raw data" is typically only obtained by creating a back-up of the database that a customer can then download to a customer's servers, and from a customer's servers, analytics and reporting functions can be performed. CaseWorthy respectfully requests further clarification from HSNCF regarding this requirement to ensure that CaseWorthy properly understands it and can provide the access and functionality that HSNCF desires. It should be noted that there was no option in the pick-list for "Yes, standard (1)."

7. The system can integrate legacy photos and other documents and file types	Yes, standard (1)

Yes, users can upload myriad document and file types, including photos and videos, to the CaseWorthy solution, especially for a client's file.

8. Database relationships and dependencies are fully documented for extraction and reporting purposes	Yes, standard (1)

Yes, for baseline functionality in the CaseWorthy solution, but further clarification is requested with respect to what HSNCF is asking about for this requirement, especially for any customer-centric configurations or customizations of forms, reports, dashboards, etc.

4 Organizational Capacity

4.1 Overview

Describe the organization's experience in providing software, service, and support, particularly as it applies to HMIS. Information of particular interest includes:

- Customer base in general (number of customers/number of years) and the relative portion of business related to HMIS;
- Business model (i.e., non-profit, for profit, governmental entity, etc.);
- Organizational structure and staffing;
- Fiscal capacity to complete work; and
- Any designation as a small business and/or minority-, veteran-, or women-owned business.

CaseWorthy has approximately 100 customers. CaseWorthy is a for-profit corporation with a principal place of business in the Salt Lake City area of Utah. CaseWorthy is not a small business or an MWBE or a veteran-owned business.

CaseWorthy, Inc. was founded in early 2008 to provide social service organizations with the software and professional services solutions they need to efficiently manage their entities and provide the vital programs and services their clients require. The social services industry has been historically under-served by the information technology industry. The vendors serving the market were not providing the flexibility and functionality needed to keep social services organizations compliant and current.

CaseWorthy assembled a group of highly-skilled individuals who have worked in the world of health and human services technology. Together, CaseWorthy has developed and continues to improve the CaseWorthy application. Since 2008, CaseWorthy has grown from a small group creating a revolutionary social services solution into a flourishing and growing technology company. CaseWorthy's corporate office is in Salt Lake City, Utah, but more than 50% of CaseWorthy employees work remotely throughout America. CaseWorthy continues to grow by expanding its customer base and by developing new functionality.

CaseWorthy's first customer is one of the largest transformational housing campus in the world. They have up to 2,000 individuals onsite on any given night. They provide a full array of client services throughout their 37-acre campus. With 78 partner agencies and 600 users on the CaseWorthy software, they represent a world-class implementation for the health and human services market. CaseWorthy's first customer selected CaseWorthy because of the CaseWorthy application's robust homeless management information system (HMIS) functionality and its ability to address all the programs and services they offer. CaseWorthy has customer relationships that represent thousands of provider agencies and tens of thousands of users using CaseWorthy daily. For example, one of CaseWorthy's statewide HMIS customers and their footprint consists of seven continua of care in the state, over 1,100 programs, and approximately 1,000 users. Despite the vast size of this customer and how many programs it offers, CaseWorthy considers this only one customer relationship.

Although CaseWorthy is not just an HMIS, the HMIS vertical has always been a focus for CaseWorthy. Approximately 30% of CaseWorthy customers use the HMIS functionality. CaseWorthy has implemented statewide HMIS deployments in Connecticut and Hawaii. CaseWorthy also has an HMIS deployment in Pennsylvania that is beginning to deploy community-wide.

CaseWorthy is staffed with dedicated professionals experienced in working on HMIS implementations. CaseWorthy employees are competent, qualified professionals experienced in working on projects of all sizes and various complexity levels. CaseWorthy's professional services staff have substantial experience in data migrations, data conversions, and integrating the CaseWorthy application with myriad third-party applications. CaseWorthy performs the majority of implementation tasks and retains control over all of this work even when working with a sub-contractor/partner. This benefits CaseWorthy customers as CaseWorthy has complete control over each implementation. Nina Wilson, Vice President of Customer Success, will oversee HSNCF's project. After scoping and discovery sessions, Nina will assign the appropriate resources from CaseWorthy to work with HSNCF during the implementation process.

CaseWorthy's professional services staff uses a team approach as a recipe for delivering successful implementations. A CaseWorthy project manager will be HSNCF's main point of contact for all things going forward with the implementation. This person will make sure all CaseWorthy team members are on task and delivering on schedule, as well as being heavily involved in every aspect of the documentation, training, and post go-live monitoring. The project manager creates and maintains the team's implementation plan and reviews all proposed configurations and custom developments, project meetings, and status reports. The CaseWorthy project manager will use a project workbook to communicate the project plan, milestones, and issues. Any changes to the approved scope will be approved by both parties. Through weekly status meetings, the CaseWorthy project manager and HSNCF's project manager will communicate all achievements, risks, and changes of course. After a successful implementation, HSNCF will have the benefit of CaseWorthy's Customer Success Team services. CaseWorthy believes in consistently providing timely responses to all customer inquiries and delivering resolutions to issues in reasonable time frames, while always giving CaseWorthy customers a friendly, high-touch customer support experience.

CaseWorthy is excited about the opportunity to work with HSNCF and provide the software solutions and services HSNCF desires. CaseWorthy hopes this is the beginning of a beneficial long-term partnership and CaseWorthy looks forward to providing HSNCF with the technological innovations and stellar customer services that CaseWorthy is known for.

4.2   Respondent Leadership Team

Please list members of Respondent executive/senior management teams. Include brief descriptions of each member's role in the organization and relevant experience. Particularly for large organizations, it is not necessary to list every executive/senior manager, but the information should be sufficient to assess the organization's capacity and institutional experience/knowledge and capacity to provide HMIS software and services. Experience with software/database development, customer service, and HMIS is of particular interest.

Use the space below to add additional records.

Brian Bingel	
CEO	2008
Brian has over thirty years of experience as a value-added reseller, consultant, and executive in software companies. After graduating from Ferris State University with a bachelor's degree in accounting and then acquiring three years of public accounting experience, Brian discovered his real passion was software. Brian spent six years in Houston as a software reseller and then expanded his operations to Dallas. In the late 1980s, Brian's software company was the largest reseller of his affiliate's product across the U.S. This success led to his recruitment as vice president of sales and marketing for LIBRA Corporation in Salt Lake City in 1993. As past president of Data Systems International, his team built the next generation of highly configurable development tools and case management applications. He created a flexible and configurable enterprise platform solution for agencies to improve their services to others with efficiency and accountability. Building upon that industry experience, Brian's passion continues to drive him to help the social services industry that is still under-served by modern technology. After observing the industry's technological pitfalls, Brian developed a vision to build a world-class implementation and support team to optimize an industry-leading social services software with unlimited functionality and scalability. Brian continues to fulfill this vision by developing a strong customer following with the CaseWorthy brand.	

Nina Duncan Wilson	
VP of Customer Success and Professional Services	2008
Nina Wilson graduated from the University of North Carolina with a bachelor's degree in biology. She began her career as a surgical assistant for a Mohs surgeon in the dermatology department at UNC. While working with medical applications, Nina realized she had a unique understanding of software and business processes. This talent guided her to help other facilities with the framework to successfully implement software solutions to manage their businesses. After succeeding as a client trainer and later as a project manager, Nina lead a team of project managers and end-user training teams for a national medical software company. Nina has managed a variety of implementation teams, including one team focused on the community health center (CHC) market. These facilities are non-profit organizations that have myriad reporting requirements mandated by state and federal funding sources. These mandates mirror the requirements that drive the health and human social services market. Just prior to joining CaseWorthy, Nina focused on managing the electronic medical records CCHIT certification process for an electronic health record application business. During her fifteen-year tenure in the medical industry, Nina has accrued extensive experience in contracting, project discovery, project management, training, and setting clear and attainable expectations	

for clients. Her goal is to provide a positive and successful implementation for all customers. Her knowledge and understanding of non-profit organizations' requirements and how to fulfill those needs through software solutions make her uniquely qualified to manage the professional services and customer success departments for CaseWorthy.

Rhett Richins

VP of Business Development	2014

Rhett joined CaseWorthy as a sales rep and has worked his way up to his current position through his impressive sales acumen and his extensive knowledge of CaseWorthy's sales organization, and more importantly, his intimate knowledge of several of CaseWorthy's largest customers, their organizational structures and needs, and how CaseWorthy's professional services team have tailored implementation projects for those customers. Rhett previously served as a procurement manager for the Hilton hotel chain and has a more advanced understanding of what is important to customers who are evaluating vendors for their various procurement needs. Rhett graduated from the prestigious Juilliard School in New York City as well as Utah State University.

Paparao Gummadapu

Vice President of Enterprise Architecture and Development	2008

Paparao holds a bachelor's degree in electronics and communications from Kuvempu Vishwavidyanilaya in India, where he graduated at the top of his class. Paparao provides technology, application development, and related management services for the CaseWorthy product line. With more than fifteen years of experience in information technology and platform architecture, he brings a depth of knowledge that has transformed CaseWorthy into the most sophisticated and user-friendly solution offered in the health and human social services market.

Prior to joining CaseWorthy, Paparao was the vice president of enterprise architecture and co-founder of Co-eXprise Inc. He was responsible for designing and building an enterprise-class, distributed, and scalable Web 2.0 sourcing solution leveraging the Microsoft.net platform. He also played an integral role in leading the software development team at Co-eXprise. Before that, Paparao was a key contributor in the new business technologies (R&D) development group at FreeMarkets. In this role, he was responsible for the development of new products focusing on the supply chain market, including groundbreaking products such as *Supplier Implementation* and *Spend Visibility*. Prior to his role at FreeMarkets, as team lead at Viridien Technologies, he was responsible for building a major J2EE implementation for CVS.com using an MVC architecture. CaseWorthy is very fortunate to have such a talented individual leading the technology side of the business. CaseWorthy clients will continue to benefit from quality solutions and enhancements well into the future.

4.3   Respondent Staff

Please list roles of Respondent customer service, support, technical, and any other staff who would be involved in any tasks related to implementation and/or ongoing operations for HMIS.

For any role that would be filled by persons already on staff or under contract, create a separate record for each person, provide their names, and briefly describe their relevant experience/skillset.

For any role that would require Respondent to hire or contract with additional staff, explain the staffing source (e.g., new hire, contractor, etc.) and describe the experience/skillset required to fill the role.

Specify whether staff would be involved in implementation, ongoing operations, or both.

Use the space below to add additional records.

Role/Title.	
Name or Staffing Source.	Choose an item.
Experience/Skillset.	

CaseWorthy does not determine a definite project team until the time of contracting. CaseWorthy will need to conduct formal scoping and discovery sessions with HSNCF to ensure that CaseWorthy fully understands all of HSNCF's needs and requirements. Once that scoping and discovery is completed, CaseWorthy will be able to determine which of its professional service consultants are the best fit for the HSNCF project based upon skills, experience, and availability. The following table depicts a realistic and possible implementation team for HSNCF's project. CaseWorthy has also provided some bios/resumes of some of its probable project team members as attachments to the PDF proposal that CaseWorthy has provided to HSNCF that also contains this HMIS RFP response template as an attachment.

TASK	CASEWORTHY EMPLOYEE	TASK EXPERIENCE
Design	**Michelle Schumann**, Director of Operations and Manager of CaseWorthy's Analyst Team **Matt Siple**, Senior Analyst	Each CaseWorthy analyst has extensive experience in completing customer implementations, understanding customer requirements, and designing the functionality required to accomplish customer functionality needs.
Implementation	**Nina Duncan Wilson**, VP of Customer Success and Professional Services **Ralph Figueroa**, Director of Professional Services	Each CaseWorthy implementation specialist has three to five years of experience in completing customer implementations.
Training	**Rukmani Krishna**, Training Specialist	Each CaseWorthy training specialist has three to five years of experience in completing customer training.

| Support | **Michelle Schumann**, Director of Operations and Customer Success Manager

Nina Duncan Wilson, VP of Customer Success | Each CaseWorthy support specialist has three to five years of experience in customer support. |

5 Planning and Implementation

5.1 Projected Timeline

Based on Respondent's experience, provide a projected preliminary timeline for implementation with a high-level list of tasks required by either Respondent or the CoC. Task descriptions may be general, e.g., 'data migration' or 'user training.'

For each task, list Respondent and CoC roles involved and an estimated (Respondent tasks) or suggested (CoC tasks) time to completion. If the start of any task is contingent on completion of a previous task, note the relationship between the two tasks.

For any task with an associated cost, ensure that the cost is included in the Summary of Costs.

ROLES AND RESPONSIBILITIES FOR A CASEWORTHY IMPLEMENTATION

The project will require coordination across CaseWorthy and HSNCF's organization. The following lists typical roles and responsibilities for a CaseWorthy implementation project as well as typical project allocations based on CaseWorthy's extensive experience (please note team and time allocations may vary based on HSNCF's specific culture and project needs). This includes individuals from only CaseWorthy. A sample HMIS project plan is also provided as an attachment to this proposal.

Project Manager:

- Fully accountable for the project
- Gathers, prioritizes, documents, and validates all business requirements as supplied by the HSNCF
- Delivers the requirements documentation to the HSNCF
- Coordinates all CaseWorthy Development Team efforts in fulfilling HSNCF's requirements
- Ensures all CaseWorthy issue tickets are resolved timely
- Communicates progress, pitfalls, and changes of course to the HSNCF
- Negotiates requirements modification when needed
- Manages all project-related activities, processes, and timelines

Implementation Consultant:

- Conducts system administration training sessions
- Conducts system-administration-CaseWorthy-configuration sessions
- Configures CaseWorthy functionality as specified in the requirements document/matrix
- Configures and tests CaseWorthy-custom functionality as specified in the requirements document/matrix
- Conducts onsite "super user" training
- Works with CaseWorthy Development Team to resolve any functionality or usability issues as identified in the issues-tracking process

Report Team:

- Conducts SSRS training
- Conducts "configurable alerts" training

- Codes/tests custom reports assigned to CaseWorthy

Data Conversion Team:

- Creates "test database"
- Provides CaseWorthy staging tables schema to HSNCF IT
- Provides documentation for database schema and staging tables
- Conducts meetings with HSNCF IT as needed
- Creates ETL scripts (baseline and custom) to convert the staging tables
- Provides "Records Passed Report" with every database conversion test
- Creates custom modifications to the database schema and staging tables as required
- Performs final scripting for production database conversion in conjunction with the "go-live" stage

Development Team:

- Creates custom functionality where identified requirements cannot be satisfied with baseline configuration or the CaseWorthy apBuilder functionality
- Documents all appropriate changes and custom features
- Conducts QA testing, including automated scripting
- Works with HSNCF to resolve any functionality or usability issues as identified in the issues-tracking process

5.2 CoC/HMIS Lead Roles and Staffing

Based on Respondent experience with other CoCs, please describe the CoC/HMIS Lead roles involved in a successful collaboration with Respondent during implementation and ongoing operation of the HMIS. Assuming appropriate experience and skills, please estimate the level of effort (or FTE equivalent) for each role.

Use the space below to add additional records.

Role/Title.	
Recommendation.	Choose an item.
Job/Task Description: Describe.	
Experience/Skillset Required: Describe.	

ROLES AND RESPONSIBILITIES FOR A CASEWORTHY IMPLEMENTATION

The project will require coordination across CaseWorthy and HSNCF's organization. The following lists typical roles and responsibilities for a CaseWorthy implementation project as well as typical project allocations based on CaseWorthy's extensive experience (please note team and time allocations may vary based on HSNCF's specific culture and project needs). This includes individuals from only HSNCF. A sample HMIS project plan is also provided as an attachment to this proposal.

Project Sponsor:

- Champion for the project from a business perspective and helps remove obstacles that might impede its overall success, and ensures the strategic significance of the project (endorses and defends the project as a valued investment of organizational resources)
- Ensures appropriate resources and funding for the project
- Promotes support from key stakeholders
- Supports broad authority for the project manager and team
- Resolves appropriate conflicts
- Releases payments once stage gates have been passed
- Serves as final approval for any required changes

Technical Project Manager:

- Fully accountable for the project
- Ensures that project roles and responsibilities are well-defined
- Ensures the proper level of HSNCF involvement
- Identifies and negotiates for HSNCF technical resources
- Leads the project planning activities for technology deliverables, including data conversion, data abstraction, and resourcing hardware
- Ensures technology deliverables adhere to current best practices
- Ensures technology deliverables adhere to data security regulations, including HIPAA
- Leads the project tracking and issue management activities
- Promotes project management best practices
- Encourages and supports escalations to resolve "stagnant" problems
- Communicates project status to project stakeholders

- Enforces effective change control
- Promotes good working relationships
- Provides feedback on technical resource performance
- Defines system/project requirements
- Approves requirements document
- Communicates progress pitfalls and changes of course to the CaseWorthy project manager
- Communicates all project modifications to CaseWorthy project manager

Functional Project Manager:

- Fully accountable for the project
- Ensures that project roles and responsibilities are well-defined
- Ensures the proper level of HSNCF involvement
- Leads the project planning activities for business deliverables, including developing current and future state work flows, as well as identifying and developing custom forms and reporting
- Ensures business deliverables adhere to internal HSNCF policies and meet current best practices
- Validates payment stage gates have been met and advises project sponsor to release payments accordingly
- Leads the project tracking and issue management activities
- Promotes project management best practices
- Encourages and supports escalations to resolve "stagnant" problems
- Communicates project status to project stakeholders
- Enforces effective change control
- Promotes good working relationships
- Provides feedback on business resource performance
- Defines system/project requirements
- Approves requirements document
- Communicates progress pitfalls and changes of course to the CaseWorthy project manager
- Communicates all project modifications to CaseWorthy project manager

System Administrator:

- Attends system administration training sessions
- Attends system administration CaseWorthy configuration sessions
- Completes CaseWorthy "homework" as assigned
- Creates "business flow document" by the conclusion of the system administration training to provide an overview of the "big picture"
- Tests CaseWorthy configuration
- Uses CaseWorthy apBuilders tool-set to customize forms, roles, workflows, and dashboards
- Acts as security manager for the application
- Creates user-specific documentation as needed
- Works with CaseWorthy to resolve any functionality or usability issues as identified in the issues-tracking process

Report Team:

- Creates reporting matrix by using the CaseWorthy reporting matrix template
- Prioritizes and assigns custom reports from the report matrix
- Attends SSRS training
- Attends "configurable alerts" training
- Develops configuration management process
- Codes/Tests custom reports assigned to HSNCF

Data Conversion Team:

- Provides source data in the provided CaseWorthy "staging tables" format
- Provides data-mapping for source data for the staging tables
- Make recommendations for staging table and database schema customization as required
- Meets with CaseWorthy IT as needed
- Conducts data-testing and validates test data
- Provides reporting to HSNCF with every database conversion test
- Provides final source data for production database conversion

6 Summary of Costs

6.1 Standard License

Provide an estimate of the annual cost to license Software with standard HMIS data collection and reporting.

Requirement/Deliverable	One Time Cost	Annual Cost
License – Standard	7,800	119,000

List factors or conditions that may potentially impact the estimated annual cost provided above (e.g., payment schedule, length of initial contract, licensing of additional functionality, purchase of other services) or cause it to fluctuate (e.g., additional users, additional projects, number of client records). Quantify the impact, if possible.

Cost Basis / Factors Affecting Cost of Standard License:

Please see the standard pricing provided as a quote attachment to CaseWorthy's PDF proposal to HSNCF, as CaseWorthy does not price in this manner and the $119,000 in the annual cost is only for the first year, and CaseWorthy's annual service fees (which include license fees and support and maintenance fees) increase 4% annually to account for the rising costs of doing business. CaseWorthy prices its annual license fees per a user license model, so this can fluctuate depending upon the number of users in the system. It should also be noted that CaseWorthy has provided a substantial discount for the software fees in the first year, which is reflected in the standard CaseWorthy quote that is provided as an attachment with CaseWorthy's PDF proposal.

6.2 Implementation and Hosting

For each requirement/deliverable below, enter the associated one time and/or annual costs.

- If included in the standard license cost or the cost of another deliverable/requirement, enter $0.
- If any portion of the cost of a requirement is included in the standard license cost, enter only the portion of the cost that is not included.
- If not available from Respondent at all, enter n/a in both cost fields.
- For any task/service that could optionally be provided by Respondent or provided by the CoC, check the box in the CoC column and enter the cost *if provided by Respondent*.

Requirement/Deliverable	CoC	One Time	Annual
Completed Project Plan		6600	
Comparable Database (350 users/260 projects)		?	?
Configuration – 200 custom fields	☐	26400	5280
Data Mapping and Migration			
HMIS standard data (7 years)	☐	9900	0
500 active/2,000 inactive user records and project associations	☐	0	0
200 custom fields	☐	0	0
5,000 uploaded client documents/files *est.*	☐	0	0
Hosting/Server Management	☐	0	0

Notes/Factors Affecting Cost of Hosting and Implementation

Please see the standard pricing provided as a quote attachment to CaseWorthy's PDF proposal to HSNCF, as CaseWorthy does not price in this manner. CaseWorthy needs to conduct formal scoping and discovery to

thoroughly understand the configuration services needed, the comparable database need (for VAWA compliance purposes), and the data-mapping and migration services needs. At this time, CaseWorthy lacks the requisite understanding of HSNCF's comparable database needs, and until CaseWorthy understands HSNCF's requirements for that comparable database, it is rather difficult for CaseWorthy to provide anything other than a speculative estimate for what will be required for that comparable database, as well as the annual fees required to maintain and support that database. In addition, the scope of the data conversion task will be better understood after CaseWorthy has conducted discovery with HSNCF and CaseWorthy may be able to present a number of pricing options for HSNCF to consider, some which could result in substantial savings for HSNCF depending on how much of that task's work HSNCF is comfortable handling. Moreover, if HSNCF requires TA or dedicated system admin support, for either the first year of the agreement or for multiple years of the agreement, CaseWorthy may be able to provide options for HSNCF to consider. CaseWorthy has provided its best efforts to fill out the provided pricing tables in order to provide HSNCF with the ability to more easily compare prices between competing vendors, but the CaseWorthy standard quote attachment should be more informative and easier to understand for HSNCF. CaseWorthy would appreciate the opportunity to explain its pricing soon after the submission of this proposal and is happy to provide any clarifications and further information that is requested. **The pricing provided is preliminary and is subject to time-and-materials pricing for professional services work (i.e., when CaseWorthy personnel has "consumed" the quoted hours, the work will cease unless a change order is agreed to by both parties), as CaseWorthy requires more information to present a final project plan and its respective pricing.**

6.3   Cost for Features/Functionality/Services Not Included in Standard License

List any requirement from the Requirements Assessment section that is associated with additional cost.

- Do not list any requirement that does not incur additional cost.
- Do not list any cost more than once unless it could be incurred more than once. If a single feature (e.g., an add-on module) will satisfy multiple requirements, include a general description and reference the requirement numbers. For example: *Coordinated Entry Module (requirements 9.1-9.7)*.
- If the listed cost is an estimate subject to significant change, include a brief note to that effect after the description. Example: "Req. 7.3. Upload photos, scans, and other documents to a client record (Estimate – depends on file size / number of uploads)"

Requirement/Deliverable	CoC	One Time	Annual
Administration and Tools Training	☐	5,940	0
End User Training		3,960	0
Travel Expenses		4,500	0
Project Management		10,560	0
In-Kind Discount		**-$59,500**	

7   Additional Information

7.1   References

List at least three current customers and at least one former customer. References must include at least one HMIS implementation currently using Software as the designated HMIS.

Exception: The CoC's current vendor is exempt from the requirement to provide a reference from an HMIS implementation and asked to provide references from customers who are not CoC member agencies and who do not operate HMIS-participating projects in the CoC.

References will be asked to answer a standard set of questions about factors pertinent to Respondent's ability to meet the CoC's HMIS needs, including reliability, user experience, communication, and customer service. Please be aware that the CoC may request additional reference if a listed reference is unable or unwilling to answer these questions.

Worcester Housing Authority	
Carlton Watson	Current customer
watson@worcesterha.org	508-635-3271
Respectfully, as a matter of company policy, CaseWorthy does not provide information of this nature about clients in proposal response in order to protect CaseWorthy clients' privacy and confidentiality. These questions can be asked of each reference during reference calls.	
Denver Rescue Mission	
Ashley Irwin	Current customer
airwin@denrescue.org	303.313.2418
Respectfully, as a matter of company policy, CaseWorthy does not provide information of this nature about clients in proposal response in order to protect CaseWorthy clients' privacy and confidentiality. These questions can be asked of each reference during reference calls.	
Lancaster County Coalition to End Homelessness	
Jennifer Koppel	Current customer
Jkoppel2@lghealth.org	717-544-8298
Respectfully, as a matter of company policy, CaseWorthy does not provide information of this nature about clients in proposal response in order to protect CaseWorthy clients' privacy and confidentiality. These questions can be asked of each reference during reference calls.	
Continuum of Care	
David Ostrom	Former customer
DOstrom@continuumct.org	203-562-2264 x229
This client in Connecticut is technically still a CaseWorthy client, but they have decided to transition to a new EMR vendor and are currently in the process of migrating data from the CaseWorthy solution to their new EMR solution. It is expected that they will no longer be a customer of CaseWorthy's in the second quarter of 2019.	

Respondent Notes – References

CaseWorthy is happy to provide additional references if desired upon request.

7.2   Conflict of Interest Disclosure (1-2 pp.)

If Respondent has other relationships or obligations that would represent any actual or perceived conflict of interest with respect to Respondent's objectivity, impartiality, ability, and/or willingness to perform work for the CoC under the Terms and Conditions included in the RFP, disclose them here. Include the provisions of any formal Conflict of Interest policy.

Not applicable.

7.3 Confidentiality Policies and Procedures (1-2 pp.)

If Respondent staff have any access to client-level data, describe policies and procedures related to confidentiality, including vetting and/or background checks, training, oversight, and responses to and customer notification of breach. Include the user roles/titles of persons granted access and include the text of agreements signed by staff, if any. If this is not applicable, explain why.

CaseWorthy's staff do not have access to CaseWorthy customers' client data as the data is encrypted at both rest and in transit. The only situation in which CaseWorthy's staff would have access to a customer's client data is if a customer provided a CaseWorthy Customer Support Team member with access to their CaseWorthy instance for technical assistance or customer support issues. All of CaseWorthy's employees, even those who never have access to a customer's client data, are required to be trained and pass a certification test with respect to HIPAA compliance.

7.4   Third Parties

If any task, feature, or functionality requires the involvement of a third party, provide contact information, briefly describe the services provided, and identify the associated requirement(s).   Provide a sample service agreement or contract (screenshot/scan/other) below. If costs are not defined in the agreement, include them in the description.

Click the '+' sign at the lower right-hand corner of the box below to add additional third parties.

Name of the organization or business.	
Name.	Email
Click or tap here to enter text.	

Not applicable at this time. If CaseWorthy decides to use a partner for certain implementation tasks, that partner will be identified to HSNCF before the work begins and that partners's participation will be subject to HSNCF's approval, which shall not be unreasonably withheld.

7.5   Disclosure of Contract Disputes (1-2 pp.)

Provide a brief description and current status of any contract terminations, litigation, censure by professional certifying authority, or other formal action initiated against vendor organization related to contract disputes or non-compliance. If none, so state

In the ordinary couse of business, CaseWorthy has had a small number of customer relationships that have ended, but which did not involve any sort of formal litigation or alternative dispute resolution options such as arbitration or mediation. Those agreements either ended per the normal term of the subscription license or CaseWorthy and the former customer agreed to end the software relationship before the contract's term expired due to reasons that are confidential in nature and which did not result in any determination of fault or liability of either party. In certain situations, a former client's software needs changed rather significantly during the agreement's term with CaseWorthy and it no longer made sense for that former client to use the CaseWorthy solution.

7.6   Additional Features and Services (Optional; up to 5 pp.)

This section may be used for any information that Respondent would like to provide about Software features and/or Respondent services that are available but not described elsewhere in this proposal because they are not directly relevant to listed requirements.

This section will not be scored and is entirely optional. Screenshots in this section may include Vendor and/or Software name – if included; it will not be reviewed until after de-identified proposal sections are scored.

Please refer to the CaseWorthy PDF proposal in which this response template is included as an attachment. In that PDF proposal, there are numerous appendices and attachments included to provide HSNCF with additional information and various screen shots and graphics that describe CaseWorthy's HMIS functionalities. In addition, provided again for convenience is the executive summary that is provided in that PDF proposal.

<ins>Executive Summary</ins>

CaseWorthy is pleased to present our solution to Homeless Service Network of Central Florida. Not only does the CaseWorthy solution provide the functionality required of a comprehensive and HUD-compliant HMIS, but CaseWorthy also helps improve operational efficiencies and outcomes for CaseWorthy clients. Our dream is to help human service organizations achieve greater efficiency in the work they do every day. Over the last several years, due to funding challenges but also technology improvements, we see HHS agencies serving more people in less time. We envision our technology as the backbone that supports and connects HSNCF's providers and respective staff on one secure platform so that HSNCF can easily get to the information needed in real-time. CaseWorthy's mission is to empower organizations like HSNCF with smart software that helps automate and simplify HSNCF's daily processes to enrich the lives of clients HSNCF serves. There are five primary reasons why HSNCF should choose CaseWorthy:

1. **Functionality:** CaseWorthy's solution is optimized to meet HSNCF's core requirements and vision for the future. CaseWorthy is a recognized industry leader whose development philosophy is to innovate and then share what we have created with our customers. Our one-of-a-kind apBuilder technology helps us do this by delivering an industry-unique configurable software environment to HSNCF.

2. **Experience:** We have delivered comparable solutions in scope and complexity and bring together a highly-experienced team with a passion to drive outcomes.

3. **Professional Services:** Our professional services team is here to help HSNCF every step of the way, from planning and implementation to "go-live" launch and beyond.

4. **Leadership:** Our teams at CaseWorthy have worked on the front line when it comes to homelessness and case management. Our CaseWorthy employees help shape policy, improve tracking, and build solutions that truly deliver improved efficiency and performance.

5. **Analytics and Reporting:** Real-time reporting and analytics are integrated into the CaseWorthy application, so HSNCF can quickly see the impact of programs and services from CaseWorthy dashboards anytime desired. Plus, CaseWorthy offers HSNCF the unique ability to set up HSNCF's own search variables to produce the specific data that is needed.

CaseWorthy believes in strong partnerships and delivering on our promises and commitments. CaseWorthy is excited to build a powerful software solution together with HSNCF that will adapt and scale with HSNCF over

time. When we learn and develop something new, we believe in sharing it with our customers. We do not believe in increasing the price with each new enhancement or upgrade that is added. The value HSNCF will get from CaseWorthy is measured by how we work with customers like HSNCF. We understand that every partnership is unique and each organization has different needs and goals. We look forward to working with HSNCF to better understand HSNCF's goals and requirements to ensure that any HSNCF client's experience of homelessness is resolved quickly and effectively.