

July 1, 2019

NMIS RFP Discussion

SSVF and CSBG – both meet CAP needs

Andrea fine with either one.

Michelle – no concerns with either one.

Cost difference between the 2?

Bitfocus: \$354,600 breakout given for first year. Second page has annual fees: \$190,800 annually

Eccovia: \$214,000 baseline. They attached an addendum to list out the additional costs of migrating, but don't put a price on it. The Pricing addendum is below. **Charge for additional items, which is concerning – below are all the other items that they do not give a fee for – and are negotiated under contract. Moreover, their definition of an SA is not the same as ours – we would need an SA to do coding, etc. PLUS the travel and paying a project manager. The 15% alone will be quite high!** A lot of the RFP referred to “negotiating at contract”, etc. So we'd be tallying up our bill for the “optional” items.

Pricing Addendum

Recurring Software License Costs	PRICE
SaaS Annual – ClientTrack Platform – 553 Users	\$195,000
Hosting Dev Environment- Annual	\$12,000
Optional	PRICE
Admin-As-Support – 20 Hours Per Month - 1 Year Minimum Term	\$48,000
Admin-As-Support – 40 Hours Per Month – 1 Year Minimum Term	\$81,600
Continuous Education Services (CES) - Annual CES is an ongoing education services that offers access to Designer Rights tools; it requires a \$15,000 annual fee and certification which is provided post payment. It is optional and not required for the HMIS HUD complaint system	\$15,000
Pricing Assumptions: <ul style="list-style-type: none">• Imports- Vendor Specified HUD based .CSV format• Migration- Vendor Specified HUD based .CSV format• Client must have dedicated resources including project manager• Accelerated Review Cycles of no more than 5 business days for standard project deliverables• Standard DR RPO & RTO; Tailored DR can represent additional costs• Assumption that travel costs will be billed separate and apart and estimated to be 15% of total delivery costs• System integration excluded.• If there are client requirements that conflict with HMIS best practice or compliance requirements whether at a local, state or federal level Eccovia Solutions will not violate any such principles or requirements	

*****When we present to the board, we should be sure to share what the FINAL Initial cost would be after ADDING in everything we will need.**

Annual: \$195,00 plus \$12,000 training site.

Eccovia

Eccovia requires an SA for every 80 users. All SAs have more than 80 users. This was a large concern among entire team.

Didn't follow Q&A flow

System integration is excluded

Travel costs for training are not included. Could be 15% of cost.

Train the Trainer has a negotiated number of hours to be negotiated – most of the training leads us to believe it is video. Deployment services after the initial deployment has to be requested via a change request.

Data migration – NMIS Is responsible for data clean up and migration files.

Access Control – The user requests it – not through our SAs, or the license request forms, etc. The user will not know their level of use, etc.

Report – Eccovia has 110 standard reports. BitFocus has 175+ reports

SAs can identify how inactivity would automatically inactive an account.

Able to submit SQL scripts – not much experience with this at CCFL. Jon has experience. Andrea does not have experience.

Once a client enters system, automatically matches them with resources they may be eligible.

System set up to send automatic alerts – have to have a “Subscription Feature”

Releases don't seem as often as BitFocus. Eccovia – individual releases don't require downtime.

RED FLAG - New visitors can self-register setting up their own username and password. There is a comment on authenticated access, but still concerning.

Can't drill down on canned reports anymore.

General – Bitfocus was able to say they are comfortable migrating from Service Point. Eccovia was not able to state this clearly re: migration from Service Point. The way it was laid out makes it seem if the migration doesn't go well, it's NMIS responsibility.

BitFocus/Clarity

Able to state they are more than just HUD programming.

Have local SAs, able to identify needs quickly off the ground level.

Mobile Outreach map – making mapping easier for those hardest to serve, etc.

Migrated dozens of transitions from Service Point.

Provided a chart that said how many users and agencies they moved from Service Point.

Real-time reporting

Conditional logic

Audit items seemed robust. Ex how much time someone was using, date, time, all failed attempts, history IP address, and more.

Can recover deleted information

ROI can set up for flag when ROI expiring

Restrictions – can have only certain people see certain things – more documented.

All browsers can be used.

Flexible workflow for all programs – even non HUD programs.

Open/close files is easy.

Merge option too.

Communication – messaging within the system – can be within or outside of app.

Upload document capability

No contact for number of days and follow up while active are strong

Referral tracking.

De-duplication measures are robust.

Auto populate to other screens.

Display logic – automatically adjusts if a question is not fully answered.

Batch entry – can't recall seeing it in Eccovia. BUT it is in BitFocus.

Auto Exit – ex after 90 day in CE – enter RRH

Question – what doing to get end user feedback.

BitFocus has assistance setting up programs!

Coordinated Entry is mindblowing! Can be on multiple housing priority lists at once!

Training – modules seems strong

Dedicated project manager will provide a plan for migration and plan for potential issues.

Standard hours for report module

Test for errors prior to release

System performance can be ran at all levels

Ability to manage client level data to make sure counts of services are provided

E-signature!!!!

Can merge duplicate multiple program enrollment.

Can customize, schedule reports being ran.

References – San Diego migrated from Service Point

2 factor identification.

Can restrict IP addresses.

Learning Management Information system

6 most recent Service Point migrations.

Data testing site to test functionality and accuracy.

Prior to going live. Allows SAs to approve before final migration.

Customer Service has a plan throughout process and after.

Annual price for SP in \$100,000 range (exact amount not known off top of head) – Have to pay a lot of additional items we pay for.