PromisSE Training Portal Solicitation

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1 Introduction
The North Alabama Coalition for the Homeless (NACH), a 501(c)(3) organization and member of the PromisSE coalition of CoC agencies, is seeking a service provider to implement a Learning Management System (LMS) based online training portal and to provide related training and support services. The goal of the LMS implementation is to facilitate training and improve utilization of a Homeless Management Information System (HMIS) as part of the HMIS Capacity Building Phase II Grant that has been awarded to NACH by the Department of Housing and Urban Development (HUD).

2 PromisSE and HMIS
The Alabama counties of Madison, Morgan, and Limestone are serviced by AL-503, a Continuum of Care (CoC) coalition comprised of non-profit service providers, faith-based organizations, and individuals. NACH serves as the lead agency for AL-503, with the mission of educating the public regarding homelessness and coordinating and facilitating the efforts of the CoC agencies and the communities that they serve.

NACH is a member of the PromisSE coalition of CoCs which serve communities throughout Alabama and northern Florida. The PromisSE members collaborate to share knowledge and resources and work to achieve economies of scale in procurements and contracted services when possible.

One such shared resource is the Homeless Management Information System (HMIS). The HMIS is a data management system used to determine the eligibility of homeless clients for services and to track the status of these services. The HMIS used by PromisSE is the Wellsky Servicepoint product and is provided to member agencies under a single license contract.

Because there are several hundred HMIS users working on behalf of multiple agencies throughout Alabama and Florida, it is challenging to capture HMIS data accurately and consistently. To this end, HUD has awarded NACH a grant in order to establish an online training portal for the benefit of PromisSE users of the HMIS. The training portal will provide more efficient, comprehensive and effective training that will lead to more accurate HMIS data, which in turn enables the provision of better services to the homeless population.

The goal of this document is to solicit responses from technical services providers who wish to participate in the development of the PromisSE Training Portal. Services being sought include web development, LMS implementation, training, and related IT services as described in the remainder of the document. For clarification, all actual training content will be generated by PromisSE participants; the services being sought in this solicitation are for the framework to host, deliver and manage this content.
3 Stakeholders
The stakeholders of the training portal implementation are 1) NACH, as the Grantee and implementer of the training portal, 2) PromisSE agencies throughout Alabama and Florida, 3) CoC member agencies that are users of the HMIS, and 4) HUD, which will coordinate the effort and provide assistance through their Technical Advisor (TA) consultants.

4 Solicitation Responses
Services providers responding to this solicitation should include the following in their response:

- Include a business summary, bio of key personnel and description of relevant experience
- Identify relevant websites that serve as examples of vendor work product
- Provide a fixed price quote for core web design services
- Provide a plan and quote for one or more training sessions for site administrators to be conducted online. The training should cover Wordpress basics, site and user management, LMS configuration and content management.
- Provide an estimate of domain registration and hosting costs
- Provide an estimate of plug-in and theme costs (with the understanding that choices and costs may change during development)
- Provide a technical support plan identifying services and service fees following launch of the training portal
- Describe the approach for backing up and restoring the website
- Other – Describe any other services you can provide that will enhance the utility and robustness of the site

5 Service Provider Requirements
5.1 The service provider shall develop an online training site which meets the requirements identified in this document.
5.2 The service provider shall assist NACH with training portal domain registration and host selection.
5.3 The service provider shall provide one or more training sessions for site administrators covering Wordpress basics, site administration, and content management.
5.4 The service provider shall provide technical support following launch of the site.
6 Technical Requirements

6.1 The training portal shall be web based and utilize a cloud hosting service.
6.2 The training portal shall be developed using Wordpress.
6.3 The training portal shall use a Learning Management System plug-in to provide training content.
6.4 The training portal shall preferentially use a theme and plug-ins that do not require a subscription to function (exceptions may be made with customer approval).
6.5 The training portal shall not utilize Adobe Flash components.
6.6 The website host shall provide a development “sandbox” feature for developing and testing pages prior to publishing.

7 LMS Requirements

7.1 The LMS plug-in fees shall not be assessed based on the number of users.
7.2 The LMS shall enable the creation of a hierarchy of courses and lessons.
7.3 The LMS shall support a quiz function following completion of a lesson.
7.4 The LMS will not require any payment by users to access content.
7.5 The LMS shall support progress trackers for course and lesson completion.
7.6 The LMS shall provide student analytics identifying status and progress of all trainees.
7.7 The LMS shall expose courses based on the role assigned to the user. For example, Content Creators will see training lessons describing the uploading and management of video content, while Agency Users will see training lessons covering basic client data entry.

8 Training Portal Functional Requirements

8.1 The training portal shall include a welcome screen identifying the purpose of the site.
8.2 The training portal shall include a user forum.
8.3 The training portal shall include a contact form page including administrator contacts for each participating CoC.
8.4 The training portal shall require user credentials to log in and access training content.
8.5 The training portal shall provide a form for new user registration.
8.6 Site administrators shall be notified when a new user registration form is submitted.
8.7 New users shall be approved by an administrator prior to accessing the training content (should users be approved by the appropriate regional CoC admin?).
8.8 Users credentials shall continue to be valid unless disabled by a site administrator.
8.9 The site shall include a lost password recovery function.
8.10 The training portal shall support allow user roles to be created and assigned to users, including:
   • Site administrators (able to manage users and all site functions)
   • Content managers (able to upload and manage LMS training content)
   • Data analysts (able to access report generation training content)
• Coordinate Assessment users (able to access training content covering coordinated assessment data capture)
• Agency Users (able to access basic client data entry training)

9 Coordinated entry questionnaire
In addition to the training content on the site, implementation of a web-based coordinated entry questionnaire is requested. In the standard coordinated entry process, a trained HMIS user interviews potential clients to determine eligibility for services and enters the client responses into the HMIS software at that time. The goal of the web-based questionnaire is to allow initial data entry by an untrained individual. The trained HMIS user will then review the results, interview the applicant if necessary to fill in any incomplete data, and transfer the results to the HMIS software for scoring.

For the scope of this solicitation, the intent is to enable review and test of the questionnaire process by the PromisSE Training Committee. Direct access to the solicitation by end users will not be enabled at this time.

All question and answer content for the questionnaire will be developed by the Training Committee. The support requested of the vendor is to implement the questionnaire framework, enable site users to populate question and answer content, and to provide a mechanism to review the completed questionnaires.
10 Solicitation Responses

Questions regarding the solicitation may be sent to the email address below. Questions from all vendors will be aggregated and responses will be posted on Monday March 30, 2020.

Solicitation responses are requested no later than **Monday April 13, 2020**.

Responses should be provided as a PDF document and should be no longer than 15 pages.

Questions regarding the solicitation and solicitation responses should be submitted to:

Randall Stanley
randall.stanley@nachhub.org
11 Appendix A

The outline below is an initial draft of the proposed LMS training content and is included as an example of the type of training that the LMS should accommodate.

**Sample Courses and Lessons**

1. Getting ready for training
   1.1. Background check
   1.2. Basic computer skills
      1.2.1. Basic skills – third party training resources
   1.3. Supported browsers
   1.4. Checking your internet connection
   1.5. Checking audio

2. Introduction
   2.1. What is a CoC?
      2.1.1. CoC Map
      2.1.2. Lead Agencies
      2.1.3. Member Agencies
   2.2. What is an HMIS?
      2.2.1. Why HMIS data is important
      2.2.2. Coordinated Assessment Overview
      2.2.3. Services Overview
      2.2.4. Report Overview
   2.3. Privacy Policy
   2.4. Security

3. Servicepoint
   3.1. Registering for access
   3.2. Account credentials
   3.3. Shelterpoint
   3.4. Scanpoint
   3.5. Clientpoint
   3.6. Badge printing

4. Coordinated Assessment
   4.1.1. Intro
   4.1.2. UDE
   4.1.3. AL-500
   4.1.4. AL-501
   4.1.5....
   4.2. VI-SPDAT score
   4.3. Referrals and information for ineligible applicants
   4.4. Services for eligible applicants

5. Report Generation
   5.1. Common reports
   5.2. Custom reports

6. Administrators
6.1. Managing users and licenses
6.2. Uploaded and editing content
6.3. Updates to HMIS and data standards
6.4. Domain Registration, Hosting, and Maintenance