

Request for Information for Homeless Management Information System Data Warehouse in North Carolina

Data Migration and Data Visualization Software for Data Integration, Reporting, and Display

Introduction

Federally funded homelessness service agencies are mandated by Housing and Urban Development (HUD) to document all client and program data in a Homelessness Management Information System (HMIS). This database service is provided by various private software companies. The NC HMIS Data Warehouse Workgroup, composed of representatives from the four HMIS implementations across North Carolina, is seeking information on business intelligence technology solutions that enable data integration across multiple HMIS implementations, data visualization, and analytical storytelling with human services data. The goal is to seamlessly and accurately deduplicate data, develop aggregate reports, and create customized data visualizations for public sharing with identified partners. We aim to present data insights and trends creatively, compellingly, accessibly, and understandably using graphical and pictorial components.

Project Background/Current Condition

HMIS databases in North Carolina are currently managed by four separate and independent implementations: **Charlotte/Mecklenburg County, NCCEH, NC HMIS, and Raleigh/Wake County**. The HMIS database software in use includes Wellsky Community Services and Bitfocus platforms. Each HMIS provider follows technical specification mandated by HUD and produces HUD-mandated reporting tools, but many lack practical and end-user-friendly data visualization tools. To enhance their ability to analyze and visualize data, community members within the four implementations independently use Excel, Tableau, SharePoint, Google Suite, or other software.

Currently, there is no integration of HMIS data across the four implementations in the state or the capacity to automate interactive data reports and visualization displays through the existing HMIS platforms. The Workgroup seeks a data solution that includes data migration services and allows for accurate statewide reporting, assisting in advocacy and planning for homelessness response services.

The following table provides some detail regarding the estimated data profile for each of the 4 NC HMIS database implementations. These figures are subject to change and may be different at the time of warehouse development:

	Implementations			
	Charlotte/Mecklenburg	NCCEH	NC HMIS	Raleigh/Wake County
# of enrollment records	220,774	197,367	128,508	405,084
Size of CSV Export	70.6 MB	62.8 MB	35.5 MB	550 MB
# of participating agencies	48	492	151	35
Projects by type:				
Coordinated Entry	1	44	25	2
Day Shelter	1	0	45	3
E/E Emerg. Shelter	26	318	57	16
NbN Emerg. Shelter	6	1	1	3
Homelessness Prevention	18	86	56	21
PH-Housing only		22	2	
PH – Housing with Services	7	5	2	2
Permanent Supportive Housing	22	198	48	19
Rapid Re-Housing	51	198	74	21
Save Haven	1	0	1	1
Services Only	56	170	65	23
Street Outreach	16	62	46	18
Transitional Housing	25	148	31	9
Other/none	8	641	42	5

Brief Description of Preferred Data Solution

The workgroup does not intend to replace existing software platforms to manage agency or CoC level data; rather we are seeking a tool to serve as an extension of database functionality insofar as it allows us to integrate cross-CoC data and/or other data sources, build reports, and create visual displays that can be published and shared with identified partners. Below are the features we are seeking from a potential product solution:

- Security models
- User Friendly
- Interactive – can be multi-layered with options to switch views or alter data selections
- Accessible – compliant with Section 508
- Current – displays the most recent set of data
- Available across all website browsers
- Exportable – able to download raw data for the administrative user
- Allow the administrator to upload a set of data, create a customized report from the data, convert the data into a visualization, and enable immediate export from the platform
- Feature out-of-the box tools for common reports and data visualization templates
- Advanced customization tools to build multi-faceted visualizations
- Easy to update data sets via automatic or timely refresh
- Scalable – can allow expansion to include further data integration
- Customizable templates to align with local and overall branding
- Create views to integrate with or export for social media and email applications
- Provide analytics for tracking usage

Links and examples representing the types of data visualizations that would meet our needs and expectations can be found in the attached Appendix.

Data Ownership, Access, and Management

The workgroup seeks a vendor that can manage the technical maintenance and administration of the technology and can allow the oversight committee to lead the following:

- User access to the warehouse
- User monitoring and policy compliance
- User access removal
- Providing required technical training
- Ensure protection and appropriate usage of the data

Data Privacy and Security

- Reflect the 7 year data retention policies held by the HMIS implementations
- Strictly follow the Data Use Agreements into which the NC implementation enter
- Apply data suppression protocols to reporting, as determined by the Oversight Committee

Content of Response

The oversight committee requests that vendors include the following information in their written responses:

Company Background — Provide general background information regarding your company, including a summary of previous experience with similar types of projects.

Potential Visualization Solutions — Provide examples of potential reporting and data visualization tools for cross-CoC data.

Proposed Product— Provide information regarding products and/or technology that you envision could be implemented for this scope, including any applicable names, manufacturers, specifications and relevant information, such as products used in similar situations.

Proposed Work Plan Summary— Provide a general approach to accomplishing reporting and data visualizations of cross-CoC data, including, equipment/technology expectations, milestones and a project plan and/or timeline overview. Please include a baseline cost estimate as part of your work plan summary.

Issues and Concerns — Provide information regarding any potential issues or concerns that should be considered. Indicate if the vendor is agreeable to providing a demonstration of their proposed product solution.

Additional Information — Provide any additional information and/or any other parameters that should be considered or required for bidders to respond to a formal solicitation.

Requested Additional Expertise/Functionality

A preferred partner for this data warehouse will provide the technology, software and necessary skills to enable reporting and data visualizations. Respondents are not required to specifically address each of these items in their RFI response, but rather they are intended to help potential respondents determine if their firm and/or product is a suitable fit for the project.

Reporting/calculation capabilities

Below are examples of calculated data points that will be required for reporting from the warehouse including combined data from all 4 HMIS implementations:

1. Persons Served (in particular project types)
2. Exits to Permanent Housing (Move-Ins)
3. Length of Stay in Programs
4. Utilization (beds filled)
5. Returns after exits
6. Persons and Households, household types, demographics
7. Pre-programmed reports/Data Quality reports
8. Data analytics support for ad hoc reporting

Technical System Administration

1. Experience with HUD HMIS Data Standards/HMIS platforms
2. Experience implementing role-based access permissions

3. Experience with data classification, data sharing, and visibility
4. Experience with data import processes, record matching and data validation

Support Services

1. Experience with project management services
2. Experience with Product training and support, including help desk support

Data Ownership, Privacy and Security

Experience with the following concepts:

1. Integrating data import from systems with varying security models
2. Supporting cross-system data governance?
3. Data encryption (at rest/in transit/end-to-end).
4. Data Storage methods (Ex: cloud-based, on-premises, etc.).
5. Data backups/disaster recovery/recovery planning
6. Hashed downloads/reporting
7. Data retention policies
8. 2FA or MFA access functionality

Submission instructions/Contact Info

When responding to this RFI, please provide the information requested above and provide the name of your company, its location, and direct contact information for the point of contact for the vendor's response. Please clearly describe how the NC Statewide Warehouse Workgroup should submit follow-up questions or requests to the respondent. Response does not bind or obligate the respondent to any agreement of provision or procurement of services referenced.

This RFI is designed as a tool to collect information and may not result in a procurement contract. We ask that you direct your questions and responses in writing to the Oversight Committee-NC Statewide Warehouse Workgroup contact e-mail listed below. Questions must be submitted by Monday, May 19, 2025

Provide electronic responses by 5:00PM ET, Friday, May 30, 2025 to:

NC Statewide Warehouse Workgroup: nchmisdatawarehouse@gmail.com

Appendix: Visualization examples

We're seeking a variety of visualization options, ranging from something from easy-to-read visualizations like] to more complex presentations. Below are some examples of the types of visualizations that we are potentially interested in. Exact solutions that will be needed for the NC HMIS Data Warehouse will vary, but these examples reflect the overall visual direction the Workgroup hopes to implement.

<https://mecklenburghousingdata.org/welcome/housing-data-snapshot/>

<https://solarmeansbusiness.com/>

<https://autofuture.org/#main-map>

<https://www.washingtonpost.com/graphics/2019/investigations/dea-pain-pill-database/>

<https://www.economist.com/graphic-detail/2020/07/15/tracking-covid-19-excess-deaths-across-countries>

<https://graphics.reuters.com/ENVIRONMENT-PLASTIC/0100B275155/index.html>

<https://graphics.reuters.com/HEALTH-CORONAVIRUS/USA-TRENDS/dgkvlgkrkpb/index.html>